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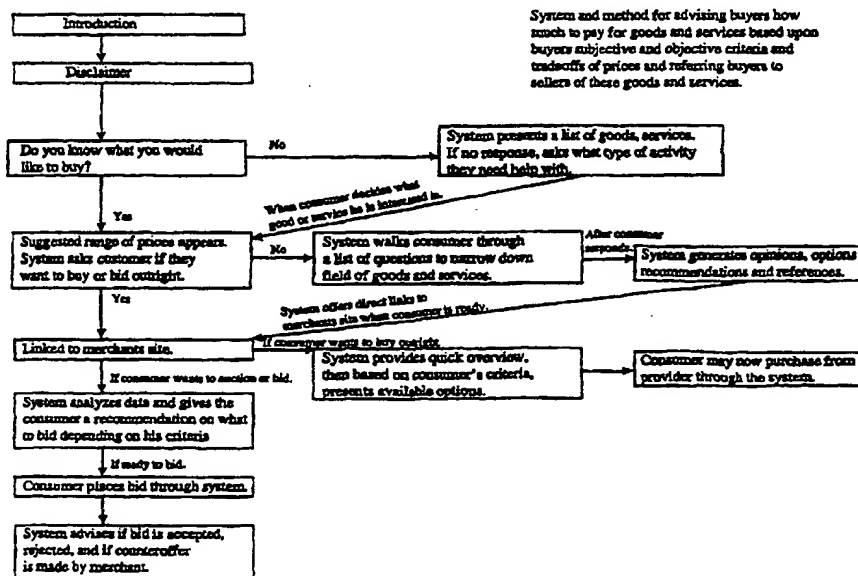
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DEMOGRAPHICS

(57) Abstract

A system and method for advising consumers how much to pay for goods and services by matching consumers' specific objective needs for product or service characteristics as well as subjective needs, such as certainty, closure, security, style or brand. The system and method provides an interactive method of providing this advice, information, referral and transaction capability in a step-by-step intuitive manner over an on-line network.

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SYSTEM AND METHOD OF ADVISING BUYERS HOW MUCH TO PAY FOR
GOODS AND SERVICES BASED ON DEMOGRAPHICS

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This application is a continuation in part
application of Provisional Application Serial No.
60/103,456, filed October 2, 1998.

FIELD OF THE INVENTION

10 This invention relates to a system and method for
advising consumers how much to pay for goods and services
by matching consumers' specific objective needs for
product or service characteristics as well as subjective
15 needs, such as certainty, closure, security, style or
brand. In particular, this system and method provides an
interactive method of providing this advice, information,
referral and transaction capability in a step-by-step
intuitive manner over an on-line network.

BACKGROUND OF THE INVENTION

20 Commerce has existed in a variety of forms since the
days the first caveman bartered with the second.
Commerce began as a one-on-one transaction between two
individuals, each of whom wanted something that the other
had to offer. At first, commerce began as a random
25 encounter, and then developed as traveling merchants
began to identify new markets, and peddle their wares in
marketplaces near and far. In recent history, the
Internet has exploded as a medium for selling goods and
services. The current systems of on-line shopping enable
30 sellers of goods and services to display their wares and
attempt to lure buyers to their sites.

For the consumer, the Internet is a unique forum for
finding the best price for goods or services without
regard to the geographic location of the service

provider. Many options exist. Some suppliers offer discounted pricing against a limited range of products, features, or services. Other suppliers charge a higher price but offer immediate availability or the precise selection of product features. Consumers are often confused, however, about what price/feature trade-offs are associated with any specific offer, because the electronic marketplace is so large. In addition, systems have developed to conduct "auctions" for services, such as airline travel. In such "auction" systems, the consumer offers a bid for a particular service, which is accepted at the decision of the service provider. These systems further confuse consumers, because they do not provide consumers with the data that they need to make an informed decision about what price to offer or bid for a specific product or service.

The consumer has no structured way of determining what competitors are charging for the same service in the marketplace, nor, in the "auction" setting, what range of bid is likely to be accepted. Furthermore, each consumer has individual subjective needs in addition to the product characteristics. These include needs for certainty, precision of features, closure, and timing. The consumer has no structured way to evaluate the impact on price of meeting these individual subjective criteria. The consumer must do his or her own research to achieve the confidence and peace of mind that the service meets his or her individual needs and criteria for availability or precise features at an appropriate price.

SUMMARY OF THE INVENTION

The present invention provides an improved system for needs-based buying and/or selling. The invention provides a systematic way to solicit and analyze a consumer's objective and subjective needs for goods and services and provide an array of choices of goods,

services, prices and sources that meet the consumer's needs.

It is an object of the invention to overcome limitations of the current methods of buying goods and services on an interactive electronic basis. These goods or services can include any tangible good or service ranging from toothpaste to antiques, to airline tickets, mail services, mutual funds, insurance or travel services. It is another object of this invention to provide easy access to consumers over an electronic terminal to an expert system that can analyze their product and individual needs, provide information and recommendations on price ranges versus product and individual trade-offs, and, based on consumer choice, direct them to providers of the goods and services. It is a further object of this invention to identify bids that the buyer might make in an "auction" with various probabilities of successfully obtaining the goods or services that he or she wants and meeting individual needs for availability and other criteria, all at the price he or she is willing to pay.

It is another object of this invention to provide a system and method for identifying consumers' needs and matching them with sellers who can satisfy those needs through a remote terminal connecting to a host computer over an on-line network. The system, through a simple interactive step-by-step process, allows the customer to precisely match his or her needs to the provider's product, service and price. Unlike database marketing, which assists the provider in attempting to identify customers ready to buy his product or service, this system creates a customer-controlled match between consumer needs and provider. When the customer chooses to use the system to contact the provider, the customer is fully qualified and at the point of purchase.

These objects and others are achieved through a method and apparatus of analyzing the consumer's needs,

identifying the purchase options, and either referring the consumer to sellers that can match those needs through data terminals, telephones, and computers connected to an on-line communications network, or to a sponsor conducting "auction" sales through data terminals and computers connected to an on-line communications network. The system has access to available vendor information, price quotes, and successful "auction" price behaviors.

The above and other objects of the invention will become readily apparent to those of skill in the relevant art from the following detailed description and figures, wherein only the preferred embodiments of the invention are shown and described, simply by way of illustration of the best mode of carrying out the invention. As is readily recognized the invention is capable of modifications within the skill of the relevant art without departing from the spirit and scope of the invention.

DETAILED DESCRIPTION OF THE DRAWINGS

FIGS. 1-3 are high level views of an embodiment of the integrated system of the present invention.

FIG. 2 is a block diagram showing the steps of an embodiment of a method of advising a customer what he should buy, how much should he pay, and how should he buy it.

FIGS. 4-14 are flow charts showing an embodiment of the process involved in the steps of helping the user decide what he wants to buy based on the user's objective and subjective criteria.

FIGS. 5 and 6 are flow charts of an embodiment of the step of building the user's profile and displaying purchase options based on the user's criteria.

FIG. 7 is a flow chart of an embodiment of the step of displaying purchase options based on the user's subjective and objective criteria.

FIGS. 8-12 are a flow chart of an embodiment of the step of displaying useful detail of the user's purchase options based on the user's subjective and objective criteria, plus the step of enabling the user to act on his decision.

FIG. 13 is a flow chart of an embodiment of the step of displaying an interactive method of assessing the user's objective and subjective criteria to filter possible purchase options.

FIG. 14 is a flow chart of an embodiment of the step of advising the user of purchase options based on the user's subjective and objective criteria.

FIGS. 16-41 show screens for the calculation of postal rates.

FIGS. 42-127 show an overview of an embodiment of the present invention of an interactive method of advising customers which postal services to buy and how much to pay.

FIG. 47 shows a scheme of how to Mail Letter - Flow 5 is a flow chart of an embodiment of the present invention for advising customers how to select a class of mail services and how much to pay based on the customer's subjective criteria of how quickly the customer wants the letter or package to arrive.

FIG. 51 shows a scheme for a Reduced Rate Parcel - Flow 8 is a flow chart of an embodiment of the present invention for an interactive method of providing customers with the information and advice necessary for the customer to determine whether his or her package qualifies for reduced rate postage.

FIGS. 78-91 shows a scheme for determining Mailing Costs - Flow 36 - Flow 49 are flow charts of an embodiment of the present invention of an interactive method of advising customers how much to pay for mailing services based on the customers objective criteria, such as weight or size of package and subjective criteria, such as how quickly the package would arrive and the

customer's need for certainty and closure (certified mail, return receipt requested.)

FIG. 92-96 shows an explanation of Postal Services - Flows 50 - 54 is a flow chart of an embodiment of the present invention of an interactive method of advising customers which postal services to select based on the customer's subjective criteria of "SPEED & COST OF MAILING" and need for certainty and closure ("PROOF OF DELIVERY" and SECURITY), as well as objective criteria ("MONEY SERVICES MENU").

FIGS. 128-371 show detailed user screens for the postal embodiment of the present invention.

FIGS. 372-374 show an example of the telephone service application of the system of the present invention.

DETAILED DESCRIPTION OF INVENTION

This invention relates to a system and method for advising consumers how much to pay for goods and services by matching consumers' specific objective needs for product or service characteristics as well as subjective needs, such as certainty, closure, security, style or brand. In particular, this system and method provides an interactive method of providing this advice, information, referral and transaction capability in a step-by-step intuitive manner over an on-line network.

The system of the invention can be used for the purchase of any good or service. In one aspect of the system, the system through a terminal, such as a personal computer, kiosk, telephone, telephone/computer combination, postal meter/computer combination, or other electronic device, guides the consumer thorough a needs analysis by presenting simple questions about the consumer's purchasing needs on a step-by-step basis. It is further appreciated that the system can be deployed as a two-terminal system whereby the staff member of the service provider and the consumer each have their own

terminal. In such an embodiment, either the staff member or the user can input the information, and both can view the menu-driven system to identify which services or goods the consumer should select and what price to pay.

5 See U.S. Patent No. 5,245,535.

The system guides the consumer through a simple step-by-step interactive process to determine both the consumer's needs for particular product characteristics and the consumer's needs for particular subjective
10 criteria such as immediate availability or certainty of specific features. The consumer, in turn, inputs the answers to these simple questions. It is appreciated that the system can interact with the consumer by means of data transmission of screen displays or by interactive
15 voice response. It is further appreciated that the system can be deployed as a two-terminal system whereby the staff member of the service provider and the consumer each have their own terminal. In such an embodiment, either the staff member or the user can input the
20 information, and both can view the menu-driven system to identify which services or goods the consumer should select and what price to pay.

For example, the system simply asks the consumer as a first question whether he or she knows exactly what he or she wants to buy. If the consumer answers yes, then
25 the system immediately suggests the range of purchase prices for the particular good or service, notes the trade-offs at each range of purchase price, and asks if the consumer wants to bid in an "auction" or purchase
30 outright from an available inventory. In a preferred embodiment, the system then hotlinks or transfers the consumer directly to the provider's or auction merchant's site. If the consumer does not know what he or she wants exactly, then the system walks the consumer through a
35 series of questions to narrow down the field of goods or services, plus identify the consumer's own purchasing criteria. Based on an analysis of the consumer's needs

and access to available data on the goods and services, the system generates options, recommendations, and referrals to providers of the goods and services.

One embodiment for advising a consumer how much to pay for goods and services is one in which a user terminal accesses a host computer via an online network. The host computer has a resident program to display purchasing choices to the user. The algorithm powering the program is established to respond to subjective choices for the purchase of goods and services. It in effect mimics the consumers' decision making process. The decision making process is intuitive and interactive. The consumer is queried and responds. A decision tree leads the consumer to a logical conclusion.

The kinds of decisions that are prompted are price, delivery time, quality, brand preference, and the like. After helping the consumer quantify his buying criteria the system then generates at least one option, or recommendation, or referral to a source of supply. It also gives pricing information. The resulting information is presented to the user for their reference or action such as connecting to a supplier of the goods or services.

The types of goods and services that can be bought using this system are limitless. Examples included groceries, office products, computers, financial service products, insurance, cars and household items.

Another level of analysis is need based. Part of selling is assisting customers to determine their needs. The interactive consumer process elicits information on a subject matter to help the consumer in his decision making. An example is the purchase of a car. It may be an impulse purchase but the range of option can be narrowed by identifying price range, on-road versus off-road usage, truck versus passenger car, highway versus city use, normal occupant load, annual mileage, etc. In time, all personal data collected creates a profile that can

include annual income, age demographics, family size and spending habits to profile the consumer and aid him in his decision making. In effect, we are modeling the personality of the consumer to best advise him on his purchases.

After the customer has responded and his profile reviewed the system can then offer selections. The consumer will then be connected with sources of supply to fulfill their purchasing decision.

The invention provides a system for advising a consumer how much to pay for goods and services comprising:

a user interface for allowing a customer to access a host computer via an on-line network,

a host computer which solicits a consumer's objective and subjective criteria for the purchase of goods or services in an interactive, intuitive manner,

wherein based on the consumer's needs and access to available data on goods or services, the system generates at least one of options, recommendations, referrals to providers of goods or services, and prices of goods or services,

presenting information to the customer.

In the system according to the invention, the goods to be purchased may be selected from groceries, office products, computers, financial services products, insurance, mailing services, travel services, cars, and household items.

The invention also provides a system for advising a consumer how much to pay for goods and services comprising:

a user interface for allowing a customer to access a host computer via an on-line network,

a device for collecting information from the customer regarding desires related to the purchase of goods or services,

a device for receiving the customer selection of at

least one component regarding the purchase of goods or services,

a device for performing a needs analysis based on information collected,

5 recommending at least one of the available options, recommendations, referrals to providers of goods or services, and prices of goods or services based on the needs analysis, and

10 presenting information concerning goods or services information to the customer.

Alternatively, the invention provides an integrated system for determining how much a customer should pay for goods or services comprising:

15 assembling a personal profile that includes means for collecting salient data,

building an integrated customer account relating to the purchase of goods or services including customer data relating to the purchase of goods or services;

20 receiving a customer selection of at least one component of the integrated customer account;

performing a needs analysis based on information collected;

recommending goods or services based on the needs analysis;

25 presenting information concerning the selected component of the integrated customer account relating to the purchase of goods or services to the customer; and

30 allowing data collected to flow to all other points where the data is required so that data need not be entered more than once.

In one embodiment the system, the system includes means for generating multiple prompts for certain pieces of data such that the user may exercise personal judgment concerning the appropriate time to collect such data.

35 The system may include a pending file means for storing information that is collected, but not immediately needed. Each component of the integrated customer

account relating to the purchase of goods or services includes data fields and the system further comprises the ability to transfer data between the data fields and the ability to enter data fields in different components that are related such that data entered in one data field can be copied into other related data fields.

The system may optionally include means for building the integrated customer account relating to the purchase of goods or services which comprises means for building a credit card account component, a line of credit account component, or a secured credit account component.

The system of the invention may incorporate a device or means for displaying a representation of a statement or invoice connected to the software for building the customer account relating to the purchase of goods or services, whereby as the account is built the representation of the statement or invoice is updated.

The invention also provides a method of providing an integrated system for determining how much a customer should pay for goods or services, comprising:

opening a customer account that permits a customer to establish a plurality of components relating to the purchase of goods or services, the customer account having a time of opening;

creating a personal profile including substantially all demographic and financial data about the customer at the time of opening;

accessing the profile so that only unknown data is requested from the customer in the establishment of each of the plurality of components relating to the purchase of goods or services;

receiving a customer selection of at least one component relating to the purchase of goods or services of the customer account;

performing a needs analysis based on the personal profile;

recommending a goods or services based on the needs analysis; and

presenting information concerning at least one component relating to the purchase of goods or services of the customer account to the customer. Based on the consumer's needs and access to available data on goods or services, the system may generate at least one of options, recommendations, referrals to providers of goods or services, and prices of goods or services.

In another embodiment the invention provides for a method of opening a customer account advising a consumer how much to pay for goods and services, comprising:

building a database containing a customer profile that includes demographic information and information relating to the purchase of goods or services;

performing a needs analysis based on information collected;

receiving a customer selection of at least one component relating to the purchase of goods or services;

recommending goods or services based on the needs analysis;

presenting information concerning at least one selected component relating to the purchase of goods or services to the customer;

updating the database to reflect the customer's selection of at least one customer account component; and

displaying an image of a representation of a statement, wherein the image reflects the customer's selection of at least one good or service.

The system of the invention may include means for updating the database to reflect the customer's selection of at least one product or service; and the ability to displayn image of a representation of a statement, wherein the reflects the customer's selection of at least one product or service.

Purchase of Goods

In one preferred embodiment of the system, the system includes a host terminal, a network system and an array of consumer terminals that can range from a personal computer, telephone, kiosk, screen telephone or any other information device. (Figures 1-3). The consumer terminal may also be configured as a two-terminal system, to be used at the point of sale. In this configuration, the sales person and the consumer may each have a display screen, whereby the system may or may not display a subset of the menus of the sales person's screen to the consumer's screen. This configuration enables the sales person to have additional sales instructions which the consumer need not see. In this configuration the sales person may input the data for the consumer. The host terminal solicits the consumer's objective and subjective criteria for the purchase of a good or service in an interactive, intuitive and step-by-step fashion. The system asks the consumer if the consumer knows what he is interested in buying (Figure 5). If the consumer does not know, the system (Figure 6) provides the consumer with an array of options including various goods and services. If, for example, the consumer knows that he wants to purchase a lawn mower, (Figure 5), the system identifies the available lawn mowers. (Figure 7). If the consumer wants more detail, the system presents more detail on the lawn mower that the consumer selects. (Figures 8-12). If the consumer wants to get help to identify the one he needs, the system helps the consumer identify his objective and subjective criteria for a lawn mower on an interactive step-by-step basis (Figure 13). Based on the customer's input, the system displays options that meet the consumer's needs. (Figure 14).

Airline Goods or Services

For example, in one aspect of the system, the consumer knows that he or she wants to travel to London.

After ascertaining the consumer's choice of air travel to London, the system asks the following types of questions in a user friendly, step-by-step basis to help the consumer make his or her purchasing decision:

5 When does the consumer want to go.

How important it is for the consumer to go at that time or at all.

How important is it for the consumer to arrive at a specific airport in London.

10 Are there a range of dates that the consumer would consider.

What price range the consumer would consider.

What is the class of travel that the consumer would consider.

15 Based on the consumer's answers to these questions, and the access to the data bases of information on flights that the system is connected to, the system makes a recommendation of flights available, the price range of tickets, and the trade-offs associated with the various
20 options. In addition, the system refers or transfers the consumer by hotlink, telephone forwarding, or otherwise to the recommended providers of the goods or services.

25 If the consumer wants to participate in an auction, then the system analyzes the data and gives the consumer a recommendation on what to bid, depending on the criteria that are important to the consumer. The system translates this complex array of information into a simple risk analysis with a numerical or other easy to comprehend system to guide the consumer in his or her
30 purchase decision. For example, to advise a consumer on what price to bid on tickets to London, the system after analyzing the consumer's criteria and the data from the airlines, presents an array of options, such as the following:

If you bid \$200, it is highly unlikely that your bid will be accepted.

If you bid \$400, then there is a 50% chance that your bid will be accepted.

5 If you bid \$600, then there is a 75% chance that your bid will be accepted.

If you bid \$900, then there is a 90% chance that your bid will be accepted.

10 In addition, in one aspect, the system generates advice, such as:

Given your absolute need to arrive in London Heathrow between 10 and 10:15 AM, my recommendation is to buy direct from British Airways at full posted price, because no other
15 option has the certainty and precision to match your criteria. May I transfer you to British Airways now?

Furthermore, the system, for the convenience of the
20 consumer, provides the ability to save the consumer's needs and criteria to facilitate completion of purchase at a later time. If the consumer elects to save personal needs and criteria, the system assures the privacy of the consumer's information. For example, in one aspect, the
25 system would save the information on the consumer's terminal to ensure the consumer's privacy. If the consumer wants to be transferred to the service provider's site and to have his information transferred as well to avoid inputting the information a second time,
30 the system asks the consumer for permission before transferring the data.

Figures 1-3 describe one embodiment of the system. It shows how consumers may access the "How Much Should I Pay?" service through a communications network through a
35 variety of terminals such as a conventional telephone, screen telephone, kiosk or personal computer. The "How

Much Should I Pay?" computers interact with the consumer by means of data transmission of screens or interactive voice response. The "How Much Should I Pay?" system collects information from the consumer and other
5 databases that are also connected to a network, processes this information and makes recommendations to the consumer. If the consumer wants to act on the information, the "How Much Should I Pay?" system automatically transfers the consumer to the website or
10 telephone service system of the providers. It is appreciated by those skilled in the art that there are many alternate embodiments of the invention.

Postal Goods and Services

Another embodiment of the invention is a system for
15 helping users (both Postal Workers and Consumers) decide what postal service is appropriate based on the consumers objective and subjective criteria for mailing a letter or package. The electronic interactive system helps users identify which postal services meet their objective
20 needs, such as size of package, and the subjective needs of speed, ability to mail outside a post office, certainty and closure. See Figures 16-371.

Postal Services presented on a personal terminal such as a PC, kiosk, and screen phone (Figs. 16-20; Figs.
25 21-36; and Figs. 37-41).

The postal rate calculator walks a customer through the process of determining how much to pay for postage on a step-by-step interactive basis. The screens are displayed on a postal staff terminal, stand-alone kiosk
30 or personal home or office terminal, such as a PC, screen telephone, personal digital assistant or other information appliance.

In Fig. 16, the system asks the user what the user wants to mail and provides the user with the entire
35 universe of options. The user selects his or her option, which, in this example, is a package. In Fig. 17, The

System asks the user for key objective criteria, such as the zip codes of the sending and receiving location, the weight of the package, and whether the package has any special characteristics. In the example, the user inputs the zip codes and weight. In Fig. 18, the system asks the user for his subjective criteria of how quickly the user wants the package to arrive. The user selects "overnight", which the system identifies as express mail for \$24.00. In Fig. 19, the system asks the user whether he or she wants an additional Special Service. In the example, the customer does not choose any of the Special Services. In Fig. 20, the system succinctly recaps the information that the user has input [the price, weight, mailing location and destination for the package] and provides the user with the advice for how much to pay and which service to select to meet the user's objective and subjective criteria. The system can be deployed with a scale that can be connected to the system so that the weight of the letter or package can be automatically determined and input into the system.

In Fig. 21, the system helps the user understand the types of service options for mailing a package that are available to the user. As with the prior example, in Fig. 21, the system asks the user the zip code for the mailing site and destination for the package that the user wants to mail. As with the prior example, in Fig. 2, the system asks the user how quickly the user want to have the package delivered. The user selects two days, and the system, in Fig. 23, asks the user if he or she would like an additional Special Service. In Fig. 23, the system offers the user the ability to obtain help about any of the special services. If the user selects help, in Fig. 24, the system lists all of the special services and offers the user the ability to get information any one of them. Figs. 25 through 26 give the user the information about the special service that the user selects. Thus the system provides the user with

the information that he or she needs when she needs it most - at the time of making the purchase decision or transaction.

5 In Fig. 37, the system, helps the user understand in an interactive step-by-step basis what mailing services to select based on the available options, postal service rules and the customer's subjective needs for certainty and closure. In Fig. 37, the system, as in the other
10 examples, asks the customer for the objective criteria of the zip codes of the mailing location and destination. After the user inputs the zip codes and the weight, the system calculates and presents the various rates that are available based on how long it would take the package to be delivered in Fig. 38. In this screen the system asks
15 the user for his subjective criteria of how quickly the user wants the package to be delivered.

In Fig. 39, the system asks the user if he or she would like a special service. In the example, the user selects "Certified Mail" and "help" to find out what
20 Certified Mail includes. In Fig. 40, the system defines certified mail and certified mail options, and includes the prices for the service including postage for this user's package.

25 After the user selects the option that best meets his or her needs, in Fig. 41, the system processes the user's input with a very complex set of rules to help the user identify which mailing services meet the user's objective needs for mailing a package (weight, destination) plus the user's subjective need for speed
30 and certainty.

Referring to figure 43 shown as a Main menu configuration displaying the flows of the postal transaction system. There are two main paths depending on whether a kiosk is full service or information only. As a
35 result there are two different main menus. The figure demonstrates the internal logic regarding whether such functions as the card reader, form printer, stamp

printer, and stamp dispenser are working in order to offer the customer the full array of services.

Referring to figure 44, shown as a demonstration of the main menu with its full function. The customer is given the choices of mailing a letter or package, buying stamps, looking up information' holding mail or changing one's mailing address, and shopping for and sending gifts. This figure also demonstrates the internal logic that the system uses and the resulting flow path if one or more functions is not working properly.

Referring to figure 45, shown as a system for displaying the main menu if information is the only service provided at that particular kiosk. The customer is given the options of: getting government services, looking up zip codes, see postal rates, explaining postal services, and shopping for and sending gifts. If Deliver America is not available then the option for shopping and sending gifts is suppressed.

Referring to figure 46, shown as a system for displaying the steps which a customer goes through in order to mail a letter or package. The primary step shown in this figure is qualifying the letter or package to see if it complies with postal regulations. Once the letter or package is qualified it is weighed and the zip code is entered. Once all of the required information is entered the letter or package is mailed and the customer is guided through the appropriate flow.

Referring to Figure 47, shown as a flow chart of how to mail a letter, the system identifies mailing options for the customer based on the customer's objective and subjective criteria. The system provides viable options based on the customer's criteria and enables customers to purchase the correct postage to meet the customer's need for speed.

Referring to Figure 48, shown as a system for enabling the user to change a mailing option, the system walks the user through the process of making a change in

a previously selected option on a step-by-step basis. It asks whether a change is necessary, whether the transaction is correct or whether the transaction should be cancelled. Based on the user's response the system provides the list of variables.

Referring to figure 49, shown as a system for understanding how much to pay for postal services for a package with special features, the system walks the user through the various options on a step-by-step basis. It first asks whether the user's package has any special features. It then lists the various special features that are available. Based on the user's response the system asks more specific questions, such as how large the box is over 17" or whether the box is made of wood or metal. If the customer says that the package has any of these features, the system advises the customer of the appropriate surcharge. After the system has solicited all the necessary information to assess the user's objective criteria about the physical features of the package, the system advises the user of the various costs to mail the package based on the user's subjective criteria of the need for speedy delivery of the package and need for certainty in Fig. 50.

Referring to Fig. 50, shown as a system for advising a user how much to pay for postal services for mailing a package based on the user's criteria, the system walks the user through the process of determining the optimal mailing service and cost based on the user's subjective criteria of how quickly the user wants his mail delivered and the user's objective criteria of weight and special features. As the user inputs his criteria, the system automatically suppresses options that do not apply to the user's circumstances. For example, if the package weighs less than 1 pound, the system automatically suppresses the Parcel Post option because it is not available for packages under one pound. Similarly, if the package weighs more than 12 oz., the systems does not show the

user the First Class options, since they are not available for such packages. It can be appreciated by this example, that postal rules are quite complex. Postal workers need a great deal of training to understand them and apply them. Indeed the Postal Service manual is quite lengthy and difficult to apply to the many variables in each user's mailing transactions. The instant invention alleviates confusion for users about the options for which postal services to buy.

Referring to Figure 51, shown as a system for understanding how much to pay for postal services for a package eligible for reduced rates, the system walks the user through the various options on a step-by-step basis. The system advises the user whether his package is eligible for reduced rates and compares the other options to find the best price for the user's criteria.

Referring to Figure 52, shown as a system for enabling the user to change a mailing option, the system walks the user through the process of making a change in a previously selected option on a step-by-step basis. It asks whether a change is necessary, whether the transaction is correct or whether the transaction should be cancelled. Based on the user's response the system provides the list of variables.

Referring to Figure 53, shown as a system for enabling the user to mail a package by certified mail, the system advises the user which certified mail option to buy based on the user's subjective need for certainty and closure. Based on the user's response the system provides the list of viable options. It also enables the user to execute the transaction by completing the correct forms and purchasing the correct postage for the option selected.

Referring to Figure 54, shown as a system for enabling the user to select and execute a express letter package transaction, the system walks the user through the process of completing the correct forms and

determining how much to pay for the express mail option. It also enables the user to execute the transaction by completing the correct forms and purchasing the correct postage for the option selected.

5 Referring to Figure 55, shown as a system for enabling the user to execute an express mail and certified mail transaction, the system walks the user through the process of completing the correct forms and determining how much to pay for the express mail and
10 certified mail option. The system deploys a QWERTY keyboard on a touch screen or a screen with mouse to simplify the process of inputting the relevant data.

Referring to Figure 56, shown as a system for enabling the user to complete the return address forms to
15 execute a express letter or certified mail transaction, the system walks the user through the process of completing the correct forms. The system deploys a QWERTY keyboard on a touch screen or a screen with mouse to simplify the process of inputting the relevant data.

20 Referring to Figure 57, shown as a system for enabling the user to correct the return address or recipient address input in Figures 55 and 56.

Referring to Figure 58, shown as a system for enabling the user to calculate how much postage is
25 required to mail a letter which already has some postage on it, the system enables the user to systematically calculate the postage due on a step-by-step basis.

Referring to Figures 59 through 63, shown as a system for enabling the user to purchase postage, the
30 system helps the user buy stamps or mail an item by using a variety of financial devices such as a credit card, debit card or smart card. The system walks the user through the process on a step-by-step basis. The simple system reduces training time for staff and eliminates
35 frustration on the part of the consumer. The system clarifies the procedures for processing the various payment methods and the individual steps involved for

card dip problems and authorization.

Referring to Figure 64, shown as a system for enabling the user to print and dispense stamps for purchase, the system helps the user print stamps that
5 meet its needs.

Referring to Figure 65, shown as a system for correcting errors in an automated system for completing mailing forms and dispensing stamps, this embodiment walks the user thorough the process of identifying and
10 correcting errors on a step-by-step basis.

Referring to Figures 66 and 67, shown as a system for printing a receipt and correcting errors, the system walks the user though the options for printing a receipt and what to do if there is an error.

Referring to Figures 68 through 70, shown as a system for concluding first class, priority, Parcel Post, postcard and Express transactions, the system walks the user through the requirements for executing various mailing transactions. The system asks the user what type
15 of transaction he wants to complete. It asks the user whether it has the necessary forms and postage for the transaction. It prints the receipt for the transaction.

Referring to Figure 71, shown as a system for concluding an express mail transaction without a receipt, it instructs a user how to complete an Express Mail transaction without a receipt.
25

Referring to Figure 72, shown as a system for concluding a stamp purchase, the system walks a user through the process of approving the purchase of stamps, printing or dispensing the stamps for purchase, and
30 issuing a receipt.

Referring to Figure 73, shown as a system for purchasing stamps, the system walks the user through the process of buying stamps. The system displays the various options for stamps available and aids the user in
35 the execution of the stamp purchase.

Referring to Figure 74, shown as a system for

facilitating the purchase of international stamps, the system helps users determine how much to pay for postage for international mailing transactions. First the system asks the user to identify the country for the stamp. Then
5 the system lists the options. After the user has selected the country, the systems ask the user the weight of the item. In certain embodiments the scale is attached to the system and the system automatically calculates the weight. Then the system identifies the
10 amount the user must pay based on the objective criteria of weight and mailing destination.

Referring to Figure 74, shown as a system for facilitating the purchase of a 32-cent stamp, the system walks the user through the simple transaction of
15 purchasing 32-cent stamps. It displays the numbers and styles that are available. It allows the user to input his criteria for the stamp purchase. It enables the user to purchase the stamp.

Referring to Figures 76 and 77, shown as a system
20 for changing the stamp options selected in figure 73, the system allows the user to change the kind, number, or style of stamp that the user had previously selected. It also provides the option of canceling the transaction.

Referring to Figure 78, shown as a system for
25 looking up information, the system enables users as a part of the invention to access various types of postal information, including looking up zip codes, seeing postal rates and getting information on postal services. The system further provides access to information
30 available publicly from other government agencies.

Referring to Figures 79 through 91, shown as flow
charts of see mailing costs, this is an embodiment of the
present invention of an interactive method of advising
customers how much to pay for mailing services based on
35 the customer's objective criteria, such as weight or size of package and subjective criteria, such as how quickly the package would arrive and the customer's need for

certainty and closure (certified mail, insurance, return receipt requested.)

Referring to figure 89, shown as a system for determining how a customer will pay for the postage transaction after viewing the mailing costs. The opportunity to approve the purchase is also provided. The system also provides a means for physically obtaining postage and a printed receipt.

Referring to figure 91, shown as a system for displaying different postal rates and services available along with a summary of each rate and service that the customer can choose. The system facilitates a customer's ability to make informed decisions quickly.

Referring to figure 92, shown as a system for displaying broadly the services that are provided. Those include speed and cost of mailing, proof of delivery, security, and money services. The system facilitates a customer's ability to quickly understand the services that are available.

Referring to figure 93, shown as a system for viewing and explaining options such as First Class mail, Parcel Post, Priority Mail, and Express Mail. The system also provides a means of further explaining postal services, and whether an item intended for mailing qualifies as a letter or a package.

Referring to figure 94, shown as a flow chart offering and explaining Proof of Delivery and the options that are available including Certified Mail, Return Receipt, and Return Receipt for Merchandise. Following each choice is an explanation of postal services.

Referring to figure 95, shown as a system for explaining and offering the different security options available for mailing. These include Registered Mail, Insurance, and restricted Delivery. Following each choice is an explanation of postal services.

Referring to figure 96, shown as a system for offering and explaining the different money services available to

a customer. These include Money Orders and Cash on Delivery. Following each choice is an explanation of postal services.

5 Referring to figure 97, shown as a flow chart for providing a customer with the means for changing a customer's address or holding a customer's mail. The system asks the customer if the change is temporary or permanent. The system then provides a receipt of the transaction.

10 Referring to figure 98, shown as a flow chart for providing a customer with the means for changing an address or holding mail. The system requests information from the customer pertaining to their address, zip code, and the date for hold or change. After the customer
15 confirms the address a receipt is provided.

Referring to figure 99, shown as a system for providing a customer with the means for holding their mail and canceling the hold request. The system asks the customer if the hold is for a business or residence.

20 Referring to figure 100, shown as a system that enables a customer to choose a start date and resume date for holding their mail, including hold instructions, changing an address, and entering proper data to insure security for the customer.

25 Referring to figure 101, shown as a system providing Hold Mail instructions. The customer is given the option to hold mail at the post office and to resume delivery to their address on a specified date.

30 Referring to figure 102, shown as a flow chart that enables a customer to choose his start date to hold mail.

Referring to figure 103, shown as a flow chart that enables a customer to choose the date to resume mail delivery to the customer's address.

35 Referring to figure 104, shown as a system that enables a customer to correct the contact telephone number given by the customer to the postal service in relation to an address change or Hold Mail request. In

this system the customer also enters his name.

Referring to figure 105, shown as a system for determining whether an address change pertains to an entire family, an individual, a business, or anyone with the same last name.

Referring to figure 106, shown as a system for determining whether a particular user is authorized to initiate a change or Hold Mail request for a particular business.

Referring to figure 107, shown as a system for entering a hold or address change. The date of change and telephone number of the customer is also requested. A receipt is provided.

Referring to figure 108, shown as a flow chart that portrays the completion of then change or hold request. After a receipt is provided the system asks the customer if he would like to initiate another change or hold.

Referring to figure 109, shown as a system for implementing a second hold or change of address request. The flow is similar to the first change or hold request in that it requests information from the user pertaining to the user's name, the effective date of the change or hold, and whether everyone at the current address is moving to the same address.

Referring to figure 110, shown as a system for entering an address change when the current address is a post office box.

Referring to figure 111, shown as a system for correcting a name or address given in an earlier change address request. The system asks whether the change is for an individual, a family, more than one person, or everyone at the address.

Referring to figure 112, shown as a system enabling a customer to weigh a letter or package and to view mailing costs. The system also demonstrates the prompts that appear if the scale is not functioning properly or

if the item being weighed is less than 1/8 of an ounce or heavier than 70 pounds.

5 Referring to figure 113, shown as a flow chart demonstrating the internal checks and tests that the scale performs if the scale is not functioning properly.

Referring to figure 114, shown as a flow chart demonstrating a system to find and enter the correct zip code. The system also provides assistance in mailing an international letter.

10 Referring to figure 115, shown as a flow chart demonstrating a system that enables a customer to find a zip code by entering a city, state, and street name. The system also provides the customer with the choice of mailing a letter or package, or viewing postal rates

15 Referring to figure 116, shown as a system enabling a customer to find and enter the appropriate zip code.

Referring to figure 117, shown as a system for entering a zip code for a Hold Mail request or for mailing a letter or package.

20 Referring to figure 118, shown as a flow chart demonstrating a system for mailing an international letter including buying the required postage, asking the customer how he will pay, approving the purchase, printing a receipt, and taking the stamp.

25 Referring to figure 119, shown as a flow chart demonstrating a system for looking up a zip code by street address.

Referring to figure 120, shown as a system for entering a street for address verification.

30 Referring to figure 121, shown as a system for looking up a zip code by entering an apartment number and street address.

Referring to figure 122, shown as a system for verification of an address provided by entering an apartment number. Once a zip plus 4 is found the customer is returned to flow with address verified.

Referring to figure 123, shown as a flow chart

demonstrating the global behavior source flows. All of the MIHYWSE (May I help you with something else) screens are listed in numerical order. There are 52 MIHYWSE screens. The flow chart demonstrates what appears on the screen if a customer answers No or time runs out.

Referring to figure 124, shown as a flow chart demonstrating the global behavior flows and the exit flow. The chart demonstrates the flow to the main menu if the customer exits or time runs out in incremental periods. The flow chart also demonstrates what occurs if the scale does not read zero when it should.

Referring to figure 125, shown as a flow chart demonstrating the global behavior for handling time-outs. There are two paths presented. One path is from a long time out screen which results in a global behavior exit after asking the customer if they need more time. This results in a 30 second time-out. The system defaults to a MIHYWSE screen. If the customer answers Yes or waits 30 seconds the main menu configuration appears. If the customer answers No there is a global behavior exit after 45 seconds.

Referring to figure 126, shown as a flow chart demonstrating what appears when a customer inserts his card at main menu. The customer returns to flow once the card is inserted and removed.

Referring to figure 127, shown as a flow chart demonstrating global behavior back up flows. The system asks the customer if the user want to see mailing costs. If the customer answers No the system asks the user if he would like to start over. If the customer answers Yes the main menu configuration appears.

Telephone or Internet Services

Helping customer decide how much to pay for telephone or Internet Services

In another embodiment of the invention, the system helps buyers choose which telephone or Internet service

to purchase. As with the other embodiments of the invention, the system walks a customer through the process of determining which telephone service best suits his needs and how much to pay for telephone services on a step-by-step interactive basis. The screens are displayed on a stand-alone kiosk or personal home or office terminal, such as a PC, screen telephone, personal digital assistant or other information appliance.

In the first step, the system asks the buyer to identify the buyer's objective criteria for selecting a phone service from a menu that displays all of the relevant variables. These objective criteria include, but are not limited to, how many calls a month the buyer makes, what time of day he places the calls, whether he needs a calling service, whether he makes international calls, whether he calls one number in particular, whether he needs a toll-free number for incoming calls, whether he needs Internet service.

Based on the buyer's responses, the system displays the various options for telephone calling plans that meet the buyer's criteria. Based on the buyer's responses, the system automatically further refines the list of options.

In sum, the system and method of the present invention, as outlined in the above examples, can be used by customers for the determination of how much to pay for products or services, and/or for obtaining information on product or services. The system and method as outlined herein can be used for example, to determine how much to pay for mortgages, stocks, mutual funds, real estate, consumer products, including cars, tickets for entertainment, auction items, etc.

In one embodiment, for postal services, the invention enables users (both postal workers and consumers) to get ready access to all Postal service rules and services through multiple access devices, with a consistent interface. The system enables users to get

personalized systemic advice on which postal services to use to meet user's objective and subjective needs, and enables users to perform virtually all transactions from purchasing stamps to certified mail services and to service their own needs, such as requesting an address change. Detailed examples of this advice and transaction capability, as well as the principal characteristics of the invention listed above, are included in the screens and screen flows, which are attached.

As an example, the postal rate calculator, walks a customer through the process of determining how much to pay for postage on a step-by-step interactive basis. The screens are displayed on a postal staff terminal, stand-alone kiosk or personal home or office terminal, such as a PC, screen telephone, personal digital assistant or other information appliance. The invention systematically identifies what it will cost to meet the user's need for speed and then presents other valid options. In page 1, the system asks the user what the user wants to mail and provides the user with the entire universe of options. The user selects his or her option, which, in this example, is a package. In page 2, The System asks the user for key objective criteria, such as the zip codes of the sending and receiving location, the weight of the package, and whether the package has any special characteristics. In the example, the user inputs the zip codes and weight. On page 3, the system asks the user for his subjective criteria of how quickly the user wants the package to arrive. The user selects "overnight", which the system identifies as express mail for \$24.00. On screen 4, the system asks the user whether he or she wants an additional Special Service. In the example, the customer does not choose any of the Special Services. On page 5, the system succinctly recaps the information that the user has input and provides the user with the advice for how much to pay and which service to select to meet the user's objective and subjective criteria.

In one embodiment, the invention is a business method and system for bringing public postal transactions to the home, office, or other non-public location. In this embodiment, the system provides the integration of advising, selecting and executing the appropriate mailing options based on the user's subjective and objective criteria with a system for managing mailing lists, addressing envelopes, folding mailing material, and "stamping" the mail with the Post Office IBID or the red indicia of a postage meter.

The system is deployed in several different configurations. In one embodiment, the system delivers the postal services and advice through an electronic communications network and an electronic device, such as a PC with a printer. In this embodiment, the user contacts the host computer by means of any communications network. The host computer delivers the systemic advice to the user about all postal transactions, including transmitting the postal indicia IBID for printing on the user's envelopes. This embodiment can be deployed with an attached scale used for weighing letters and packages for determining the correct postage.

In another embodiment, the system delivers the postal services and advice through an electronic communications network and an electronic device, such as a PC with a printer, which is also attached to a postal meter. The postal meter can print indicia of the correct postage on envelopes for mailing with instructions from the host computer.

In another embodiment, the system is deployed through an intelligent postage meter with electronic screen display, modem, and processing capability. The intelligent postage meter has the ability to automatically contact the host computer through the communications network for information updates.

Each of these embodiments can be further connected to a dedicated envelope printer. The envelope printer

prints addresses, postal indicia for "stamping" upon instruction from the PC or intelligent postal meter.

In another embodiment, the invention enables airline employees and customers to get ready access to
5 information on all airline services through multiple access devices, with consistent interface, get personalized advice on how much to pay based on customer's subjective and objective criteria, plus
10 ability to perform transactions such as purchase of tickets, making reservations, selecting airline seats. See U.S Patent No. 5,886,889 (Integrated full service consumer banking system and method for opening an account, incorporated herein by reference.)

Rule Based artificial intelligence system for enabling
15 user to complete transactions and get information

Postal Transaction Machine (PTNI)
Airline Fulfillment Systems

The present invention describes a method of reorganizing, marketing, and delivering services for a
20 variety of commercial transactions. It facilitates the electronic marketing and delivery of services in both a more appealing and more cost effective basis. The method is designed to enable at least 90% of the relevant market to use the system with satisfaction without any
25 training. The system provides customers and employees an easy and automatic system and method to access a full range of services, obtain relevant information, and complete purchasing and service transactions using a variety of access points with direct access to the
30 computer systems of the service provider or company. The system enables companies and service providers to reduce their costs, improve reliability, reduce training time, and improve customer satisfaction. The system and method provides a way to present complex information and
35 multiple options to enable users to do what they want and

find the information that they want in a step by step, menu driven, intuitive fashion.

Benefits of the invention include: making customers and employees aware of the myriad of services and transactions available in a simple and convenient way.

The system reduces frustration of customers by determining and fulfilling their needs on an expedited basis. It enhances sales opportunities by either allowing customers to service their own needs or by allowing the sales staff to service the customer in an effective way. It is easily updated to accommodate changes, new information and new services. The system enhances sales opportunities by providing customers the information that they need about a product or service at the tune that they need it.

The system provides an improved method for seamlessly accessing the service provider's services and products.

It provides a system and method for making those services available to a customer at every access point in a consistent manner. Consistent interface promotes quick familiarity with new products and services, it reduces sales training time of the staff, it provides operating.

Efficiencies and cost reduction.

The system also allows companies and service providers to pass cost savings to customers.

The system promotes loyalty and satisfaction. The principle characteristics of the system are:

Permits customers to access transactions and services through a variety of access points, including stand alone public terminals, supported terminals, home terminals, or telephones;

Provides clear view of myriad of complex services when a customer or staff member is interested in them;

Facilitates customers' understanding of choices and ability to get information and conduct transactions by

using succinct instructions with intuitive navigation techniques; Fully integrated system that connects customer, staff and back office terminals in a seamless way. System includes a transaction terminal with or without a touch screen that enables a customer to walk through a transaction on a step basis.

Navigation. The options for navigating include having the action button, touch screen buttons or other prompts, a constant location, not all over the screen, as is over, the case in most internet and Microsoft applications.

The system makes it clear how to navigate around one screen, within a specific subset of an application? and throughout the entire application.

Data Input. The system enables users to input extensive alphanumeric data by presenting a standard QWERTY keyboard on the touch screen and allowing users to type their data input by touching the QWERTY keyboard on the touch screen.

Simplicity of screen. The content of any given screen is limited in size, so as not to overwhelm the user with more information than is needed at any even step of the transaction;

Constant order of magnitude. The specificity and generality of questions are always presented within same order of magnitude. For example, opening screens will ask the general question what do you want to do with a list of the broad choices do things or get information. Once an option is selected, such as get information, then the user is presented with the specific list of types of information that the user can obtain. A screen that provides a general choice of what to do would not be mixed with a screen that lists specifically how much does the package you want to mail weigh, or get \$100 money order.

Symmetrical Fashions. Questions are either related to getting information or doing transactions, but not mixed.

5 Exhaustive and Exclusive. The step by step method of presenting options to the user presents questions that are exhaustive and exclusive so that there is no ambiguity.

10 Limitation on Number of Variables The method of eliciting information and presenting options uses a limited number of variables, so that users will not be confused or overwhelmed by the number of choices.

15 Rule Based artificial intelligence. All rules products, and service options are integrated into the system, rather than requiring users to team the options. An example of are embodiment of the invention include a postal transaction system. The system provide information and convenient and automatic access to postal transactions through a variety of access points all with the same customer interface so that the customer only
20 teas to learn a simple method of obtaining the information and can obtain such information and services when, where, and how the customer chooses.

25 Examples of the access points include: self service automated postal teller machine kiosks, a staff - assisted postal processing system for performing postal transactions using two computer terminals, 'one for the customer and one for the clerk, at the postal point of sale; a staff-terminal to facilitate the postal clerk's ability to provide information and conduct transactions,
30 an automated voice response system, on-site and remote computer access. This invention comprises the system, software, navigation, and graphic user interface (GVI), which is also referred to as the look and feel

35 Another embodiment would include a system with the same access points and features for conducting line transactions.

In one embodiment for postal services, the invention enables users (both postal workers and consumers) to get ready access to all Postal service rules and services through multiple access devices, with a consistent
5 interface. The system enables users to get personalized systemic advice on which postal services to use to meet users objective and subjective needs, and enables users to perform virtually all transactions from purchasing
10 Stamps to certified mail services and to service their own needs, such as requesting an address change. Detailed examples of this advice and transaction capability, as well as the principal characteristics of the invention listed above' are included in the screens and screen flows.

15 The purpose of the above description and examples is to illustrate some embodiments of the present invention without implying any limitation. It will be apparent to those of skill in the art that various modifications and variations may be made to the composition and method of
20 the present invention without departing from the spirit or scope of the invention. All patents and publications cited herein are incorporated by reference in their entireties.

CLAIMS:

1. A system for advising a consumer how much to pay for goods and services comprising:

5 a user interface for allowing a customer to access a host computer via an on-line network,

a host computer which solicits a consumer's objective and subjective criteria for the purchase of goods or services in an interactive, intuitive manner,

10 wherein based on the consumer's needs and access to available data on goods or services, the system generates at least one of options, recommendations, referrals to providers of goods or services, and prices of goods or services,

15 and means for presenting information to the customer.

2. A system according to claim 1 wherein the goods to be purchased are selected from the group consisting of groceries, office products, computers and household items.

20 3. A system according to claim 1 wherein the services to be purchased are postal services and the goods purchased are postal goods.

25 4. A system according to claim 1 wherein the services to be purchased are telephone services or airline services.

5. A system according to claim 1 wherein the services to be purchased are

6. A system according to claim 1 wherein the services to be purchased are

7. A system for advising a consumer how much to pay for goods and services comprising:

a user interface for allowing a customer to access a host computer via an on-line network,

5 means for collecting information from the customer regarding desires related to the purchase of goods or services,

means for receiving the customer selection of at least one component regarding the purchase of goods or services, means for performing a needs analysis based on
10 information collected,

means for recommending at least one of options, recommendations, referrals to providers of goods or services, and prices of goods or services based on the
15 needs analysis, and

means for presenting information concerning goods or services information to the customer.

8. In an integrated system for determining how much a customer should pay for goods or services
20 comprising:

means for assembling a personal profile that includes means for collecting salient data,

means for building an integrated customer account relating to the purchase of goods or services including
25 customer data relating to the purchase of goods or services;

means for receiving a customer selection of at least one component of the integrated customer account;

means for performing a needs analysis based on
30 information collected;

means for recommending goods or services based on the needs analysis;

means for presenting information concerning the selected component of the integrated customer account
35 relating to the purchase of goods or services to the customer; and

means for allowing data collected to flow to all other points where the data is required so that data need not be entered more than once.

5 9. The system of claim 8, further comprising means for generating multiple prompts for certain pieces of data such that the user may exercise personal judgment concerning the appropriate time to collect such data.

10 10. The system of claim 8, further comprising pending file means for storing information that is collected, but not immediately needed.

15 11. The system of claim 8, wherein each component of the integrated customer account relating to the purchase of goods or services includes data fields and the system further comprises means for transferring data between the data fields and means for entering data fields in different components that are related such that data entered in one data field can be copied into other related data fields.

20 12. The system of claim 8, wherein the means for building the integrated customer account relating to the purchase of goods or services comprises means for building a credit card account component.

25 13. The system of claim 8, wherein the means for building the single integrated account relating to the purchase of goods or services comprises means for building a line of credit account component.

30 14. The system of claim 8, wherein the means for building the integrated customer account relating to the purchase of goods or services comprises means for building a secured credit account component.

15. The system of claim 8, further comprising means for displaying a representation of a statement or invoice connected to the means for building the customer account relating to the purchase of goods or services, whereby as the account is built the representation of the statement or invoice is updated.

16. The method according to claim 8, wherein said information includes demographic information and customer financial information.

17. The method of claim 8, wherein based on the consumer's needs and access to available data on goods or services, the system generates at least one of options, recommendations, referrals to providers of goods or services, and prices of goods or services.

18. A method of providing an integrated system for determining how much a customer should pay for goods or services, comprising:

opening a customer account that permits a customer to establish a plurality of components relating to the purchase of goods or services, the customer account having a time of opening;

creating a personal profile including substantially all demographic and financial data about the customer at the time of opening;

accessing the profile so that only unknown data is requested from the customer in the establishment of each of the plurality of components relating to the purchase of goods or services;

receiving a customer selection of at least one component relating to the purchase of goods or services of the customer account;

performing a needs analysis based on the personal profile;

recommending an account based on the needs analysis;
and

presenting information concerning at least one
component relating to the purchase of goods or services
of the customer account to the customer.

19. The method of claim 18, wherein based on the
consumer's needs and access to available data on goods or
services, the system generates at least one of options,
recommendations, referrals to providers of goods or
services, and prices of goods or services.

20. A method of claim 18, wherein said plurality of
components relating to the purchase of goods or services
comprises at least one of options, recommendations,
referrals to providers of goods or services, and prices
of goods or services.

21. A method of opening a customer account advising
a consumer how much to pay for goods and services,
comprising:

building a database containing a customer profile
that includes demographic information and information
relating to the purchase of goods or services;

performing a needs analysis based on information
collected;

receiving a customer selection of at least one
component relating to the purchase of goods or services;

recommending goods or services based on the needs
analysis;

presenting information concerning at least one
selected component relating to the purchase of goods or
services to the customer;

updating the database to reflect the customer's
selection of at least one single customer account
component; and

displaying an image of a representation of a statement, wherein the image reflects the customer's selection of at least one good or service.

5 22. The method of claim 21, wherein based on the consumer's needs and access to available data on goods or services, the system generates at least one of options, recommendations, referrals to providers of goods or services, and prices of goods or services.

10 23. The system of claim 21, further comprising:
 means for updating the database to reflect the customer's selection of at least one product or service;
 and
 means for displaying an image of a representation of
15 a statement, wherein the reflects the customer's selection of at least one product or service.

 24. The system of claim 8 further comprising:
 means for updating the database to reflect the customer's selection of at least one product or service;
20 and
 means for displaying an image of a representation of a statement, wherein the reflects the customer's selection of at least one product or service.

Figure 1

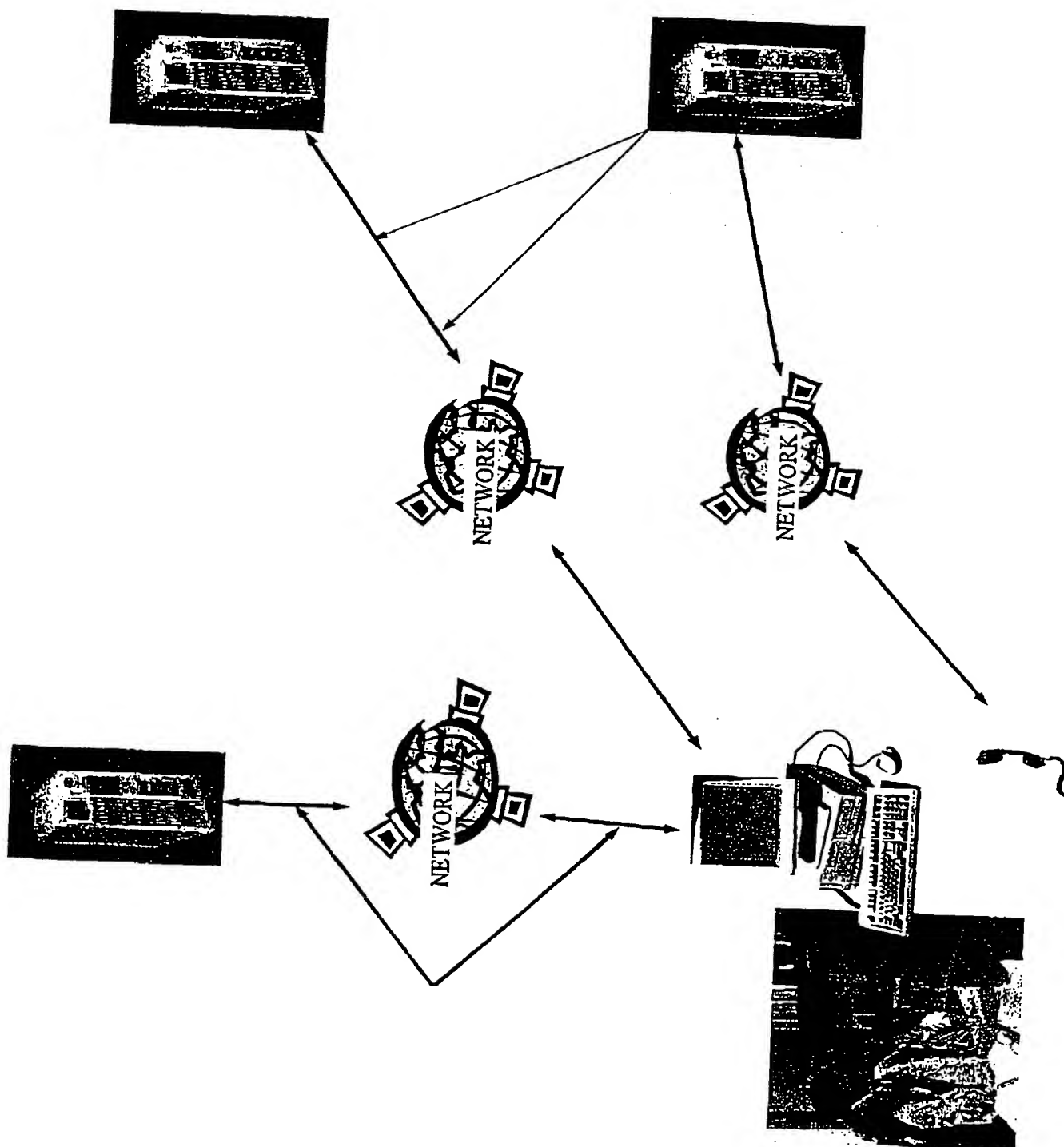


Figure 2

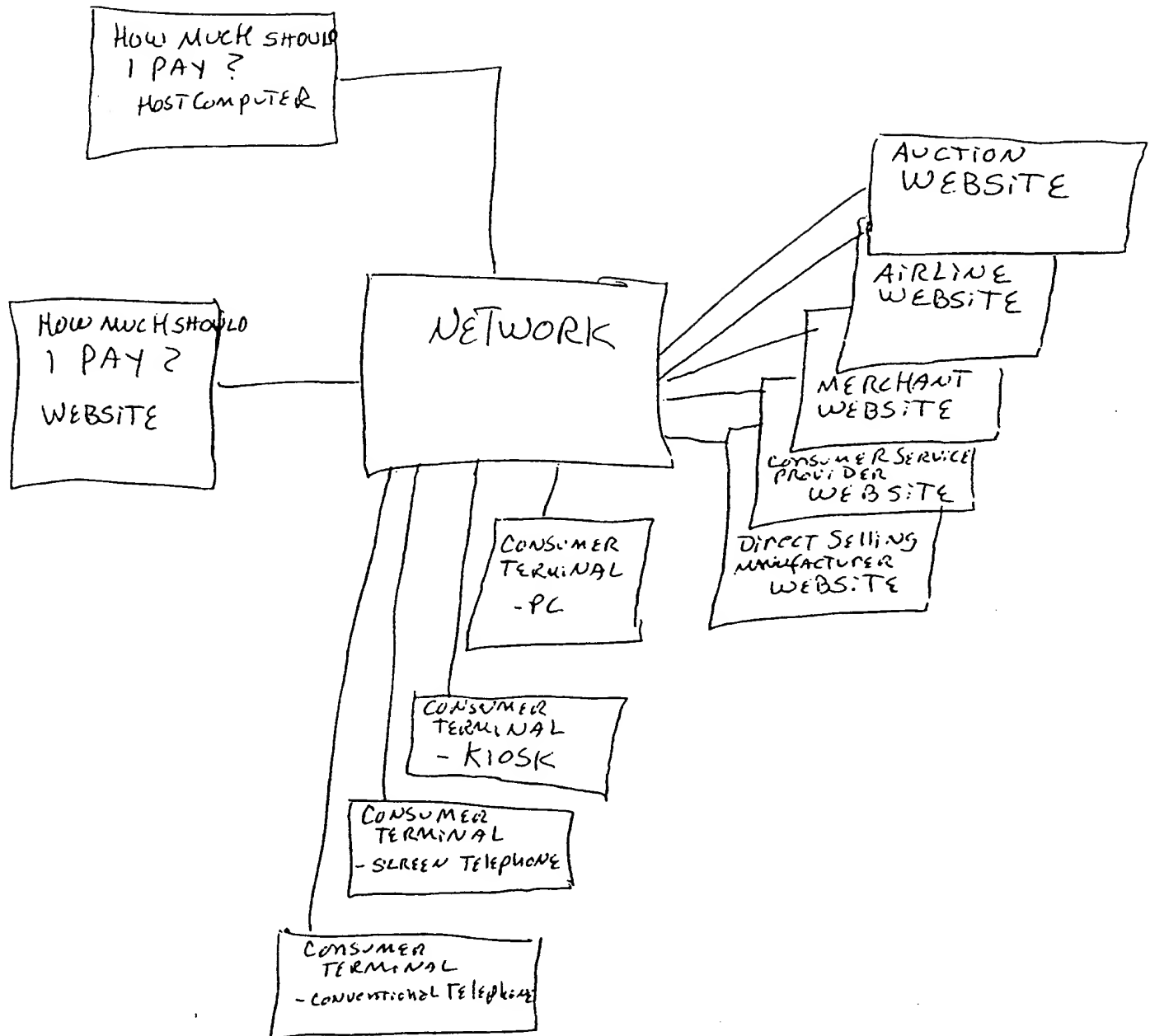
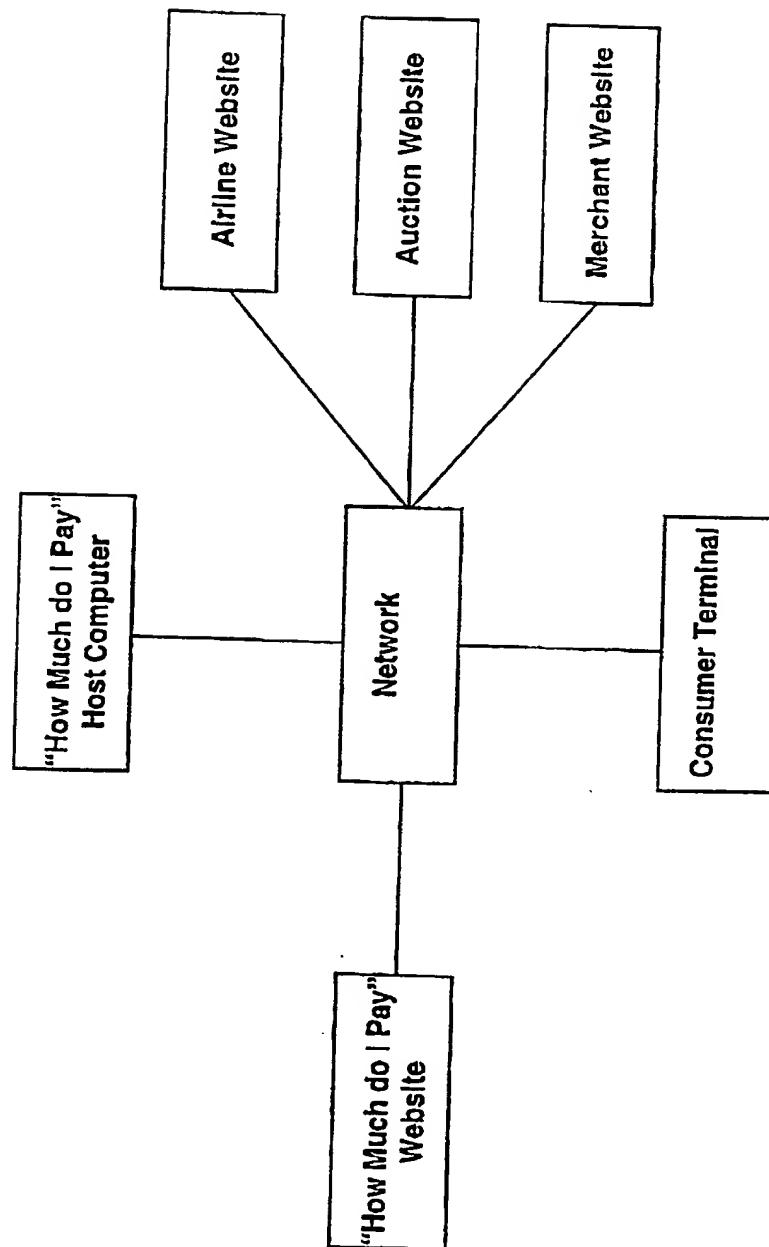


Figure 3



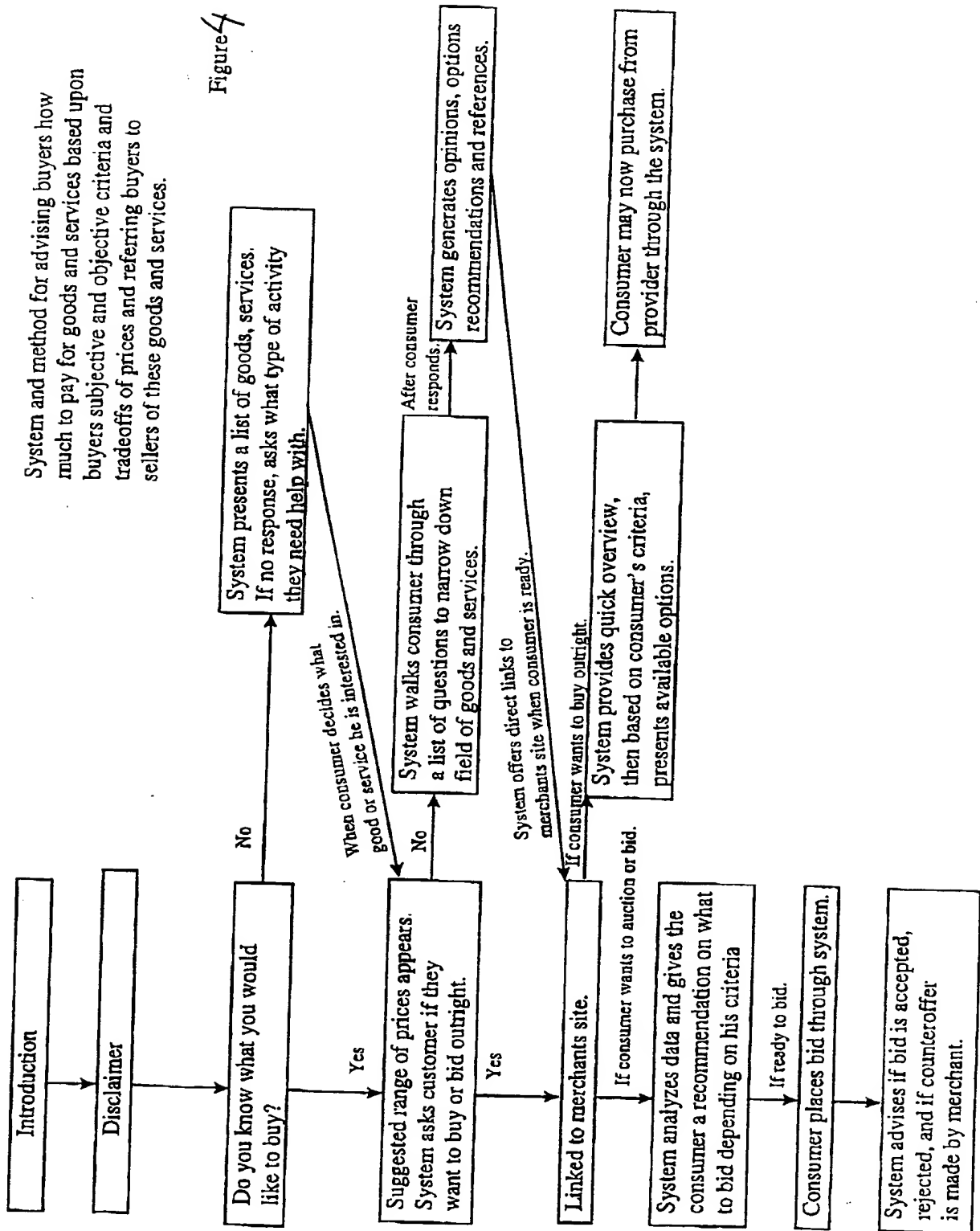
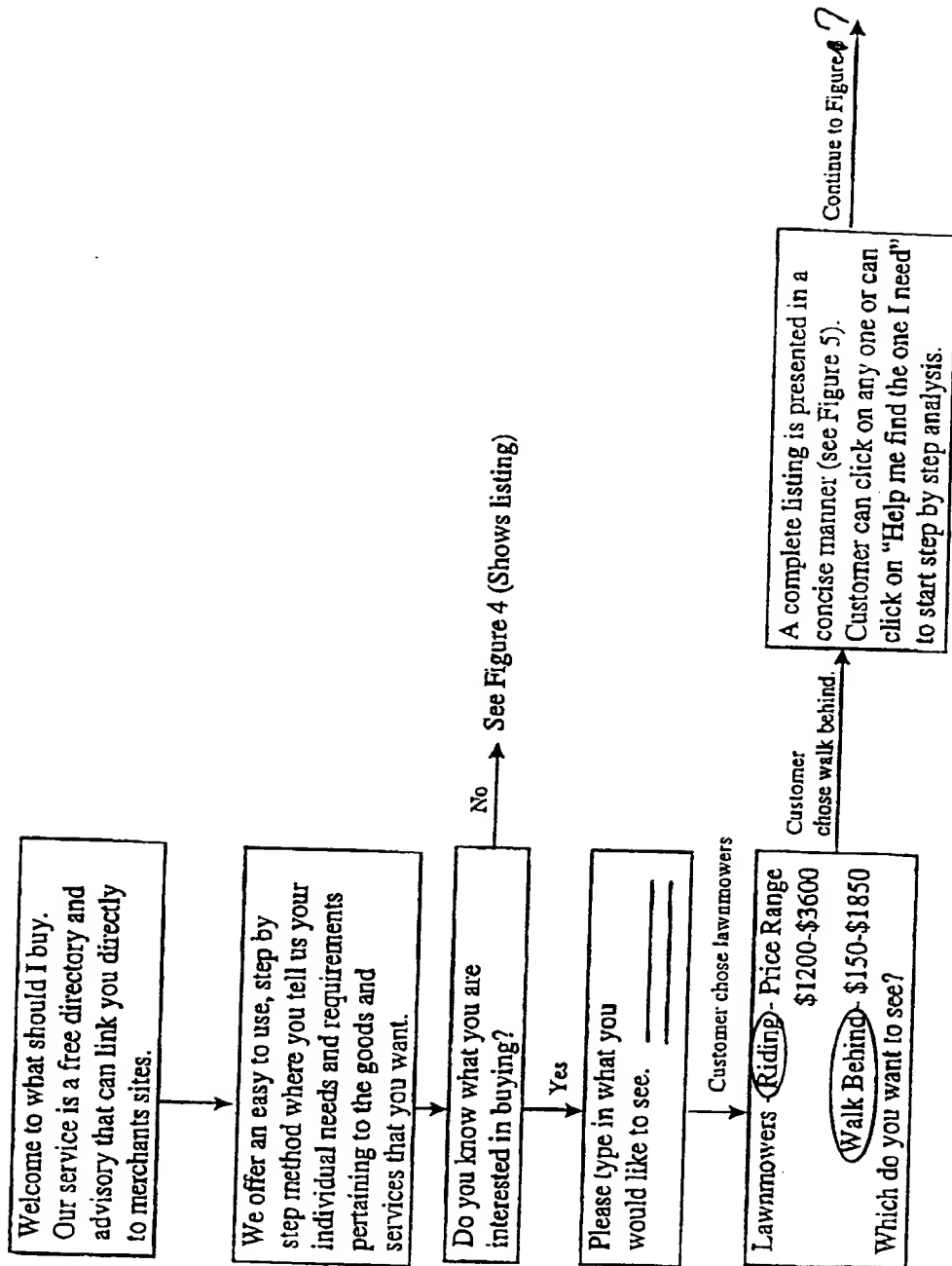


Figure 5



Customer did not know what he wanted to buy.

Figure 6

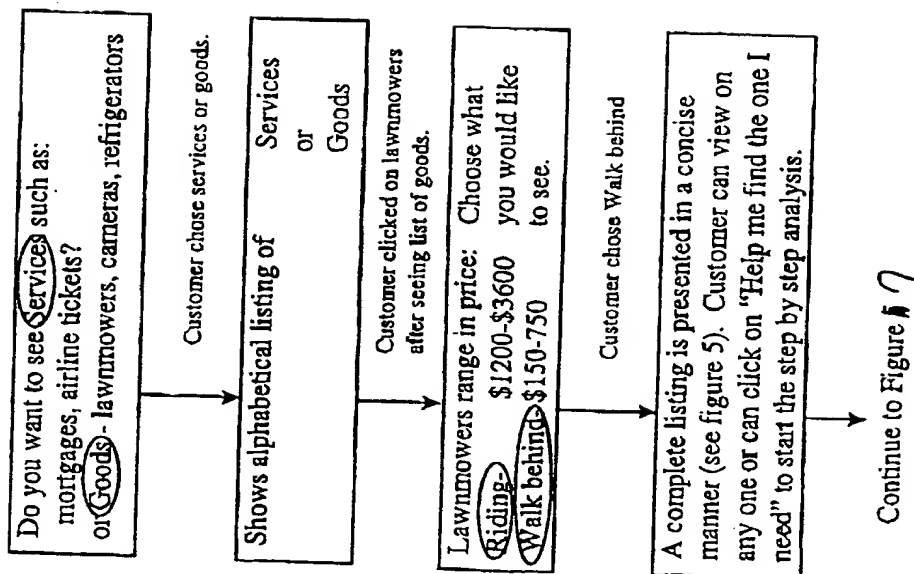


Figure 7

Customer Chose Walk Behind Lawnmowers (Click to view)

Continue to Figure 8

Manufacturer	MSRP (May Vary)	Model Number	General Specification
Toro	\$119	BH12	3.0 HP 18" Blade
Snapper	\$122	E25	3.0 HP 18" Blade
John Deer	\$135	ATX	3.5 HP 19" Blade
Briggs & Stratton	\$149	D42	3.5 HP 19" Blade
Toro	\$185	Easy Care	4.0 HP 20" Blade
John Deer	\$250	Lawnmaster 1	4.0 HP 20" Blade
Honda	\$325	4.5	4.5 HP 21" Blade
Ace Hardware	\$390	45X	4.5 HP 22" Blade
Snapper	\$430	C235	5.0 HP 22" Blade
Lawn Boy	\$480	Master Custom	5.0 HP 22" Blade
Honda	\$520	57A	5.7 HP 22" Blade
Toro	\$595	Grass Pro	5.5 HP 22" Blade
John Deer	\$650	M59	5.0 HP 22" Blade
Snapper	\$720	225	5.0 HP 22" Blade
Honda	\$850	652	6.5 HP 22" Blade

Help me decide / find the one I need.

Continue to Figure 9

Figure 8

Customer Chose Walk Behind Lawnmowers

Screen displays a photograph if available, more detailed specifications from the manufacturer and a general description of features and uses. Part of this description is written by the "What Should I Buy" staff with the approval of the manufacturer.

Click Below

Where can I buy this?

I would like to bid.

I would like to buy direct.

(If manufacturer offers a bid system for this model)

(If available from manufacturer or dealer)

Help me decide / find the one I need.

Figure 9

Customer chose I would like to purchase online.

Please tell me your zip code
13152

The closest dealer with this model is Farm and Family in Auburn, New York
(2715 Grant Avenue 252-1711; open 7:00 a.m.-9:00 p.m. M-S
The price is \$323.00

See other dealers? → Goes to 11

You may go to see it, call to confirm availability, or
Purchase Online

Customer chose to purchase on line

Name: _____
Address: _____
Phone: _____
Credit Card # _____ Visa/Mastercard _____ Exp.Date _____
E-mail Address: _____

Amount: \$323.17 plus 7% sales tax - Total \$345.79
Delivery and set up (Optional \$15.00)
Total w/ delivery and set-up
\$ _____

Please Show Me
Manufacturer's Special
Deals on Discontinued or
Overstocked Lawnmowers

Goes to 12

Figure 10

Customer Clicked on "I would like to bid"

This model is available for bidding among certain dealers.
Please specify how far you are willing to travel () miles.

The average MSRP is \$325.00 plus tax.
Based on manufacturer's comments to our company I would not advise bidding
less than \$ 285.00.

You are not obligated to buy unless you are completely satisfied.
If your bid is accepted you will guarantee it with your credit card to reserve it.

Ready to Bid ?

Customer chose yes.

My bid is \$ 285.00

Thank you. We will notify you by E-mail concerning responses from dealers.

Please show me manufacturer's special deals on discontinued or overstocked lawnmowers

→ Goes to 12

Figure //

Customer chose to see other Dealers.

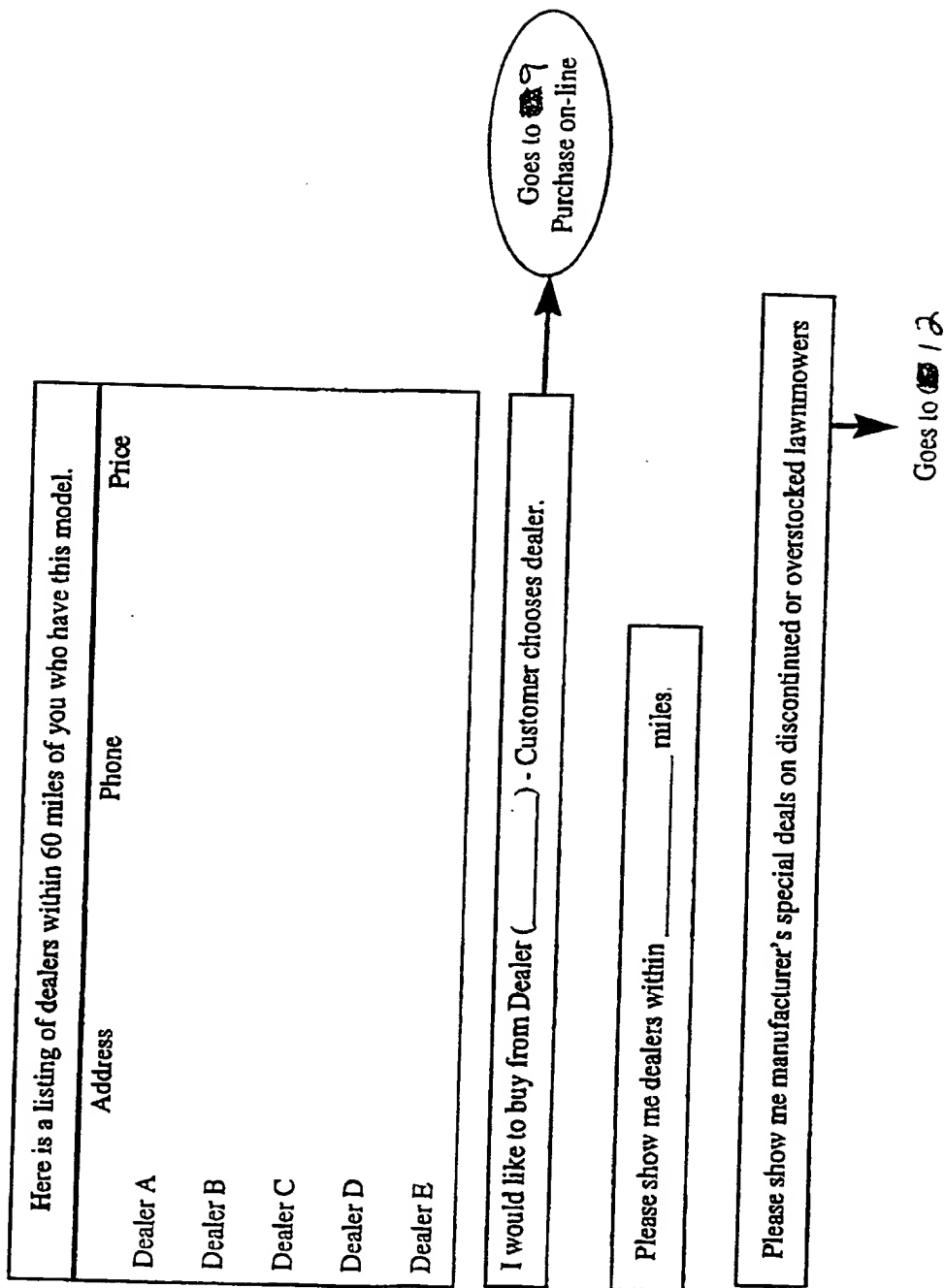


Figure 1a


System displays a listing in order of cost.			
Manufacturer	Specs	Price	Shipping
Snapper	3.0 HP 20" Blade	\$195 (regular price \$ 235)	\$ 10 - 15
Ace Hardware	3.5 HP 20" Blade	\$215 (regular price \$ 260)	\$ 10 - 15
Green keep	4.0 HP 21" Blade	\$225 (regular price \$ 270)	\$ 15 - 22
John Deer	4.5 HP 22" Blade	\$294 (regular price \$ 335)	\$ 15 - 25
Toro	5.0 HP 22" Blade	\$352 (regular price \$ 395)	\$ 15 - 25
You may purchase these on-line right now.			
Click on the lawnmower that you would like to buy.			
			
Goes Back to 6A - Purchase On-Line			

Figure 3

Customer Clicked on "Help Me Decide"

(Brief introduction and summary of the field)

Let's get started. Please answer as many questions as you can so that we may recommend the best walk behind lawnmower for you.

Walk behind mowers are available in a number of different styles that differ in their power, cutting width, overall shape, grass cutting or mulching ability, ease of use in different terrain, and propulsion systems.

How large is your lawn? _____ x _____

How often do you usually cut your grass? _____ per week
month

What height do you like to keep your grass? _____
1"-2" very short
2 1/2"-3 1/2" short
3 1/2" & up medium
long

Do you bag your lawn clippings? _____ yes _____ no _____ sometimes

Do you like to mulch? _____ yes _____ no _____ sometimes

How would you describe your grass density? _____ Thin _____ (rye, fescue, bentgrass, bluegrass)

Moderate _____ (Bermuda, Johnson, hybrid mix)

Heavy _____ (Buffalo Grass, St. Augustine, well established Bermuda)

Is your lawn cutting area level? _____ some hills(moderate)? _____ steep hills?

Do you prefer a self propelled or standard push mower? _____

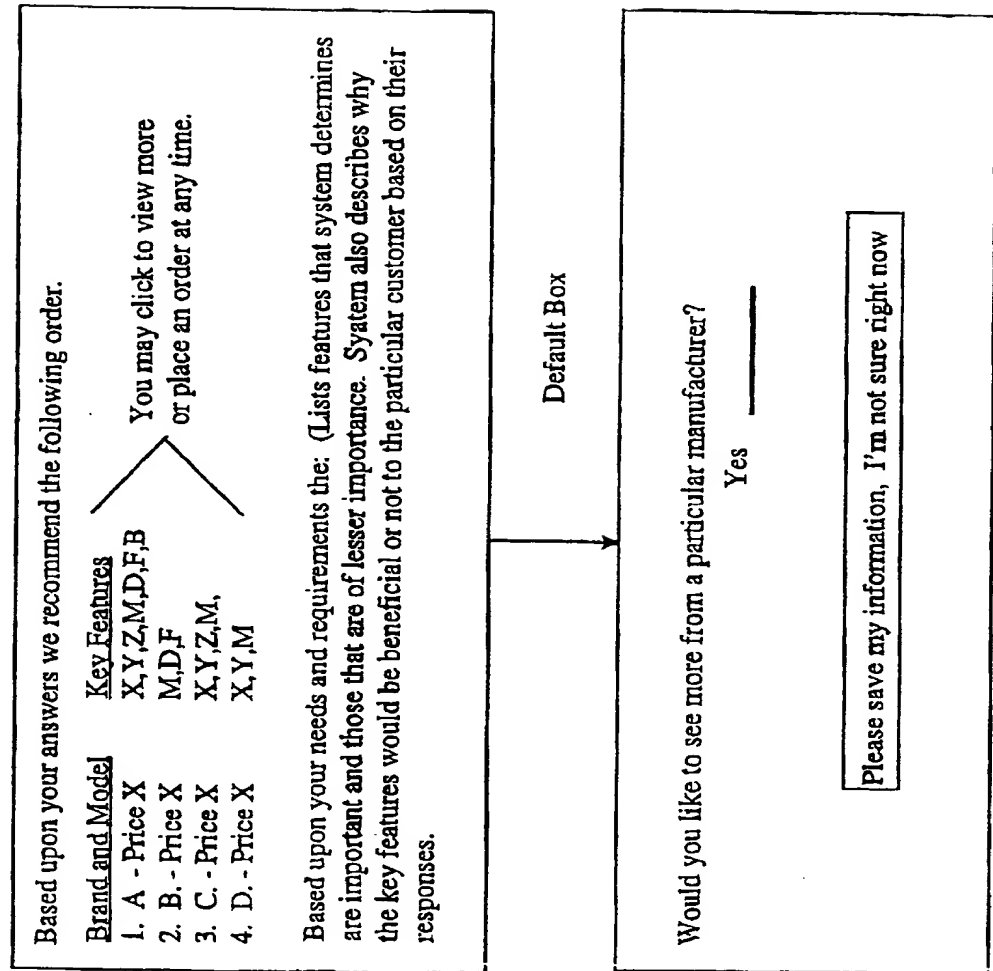
Is your terrain rocky or contain lots of roots? _____ yes _____ no _____ some

Do you have any corners and curves to negotiate? _____ yes _____ no _____ somewhat

Example of questions pertaining to usage and individual requirements

Figure 4

Customer Clicked on "Help Me Decide"



Please enter the ZIP Code or touch
if mailing outside the U.S.

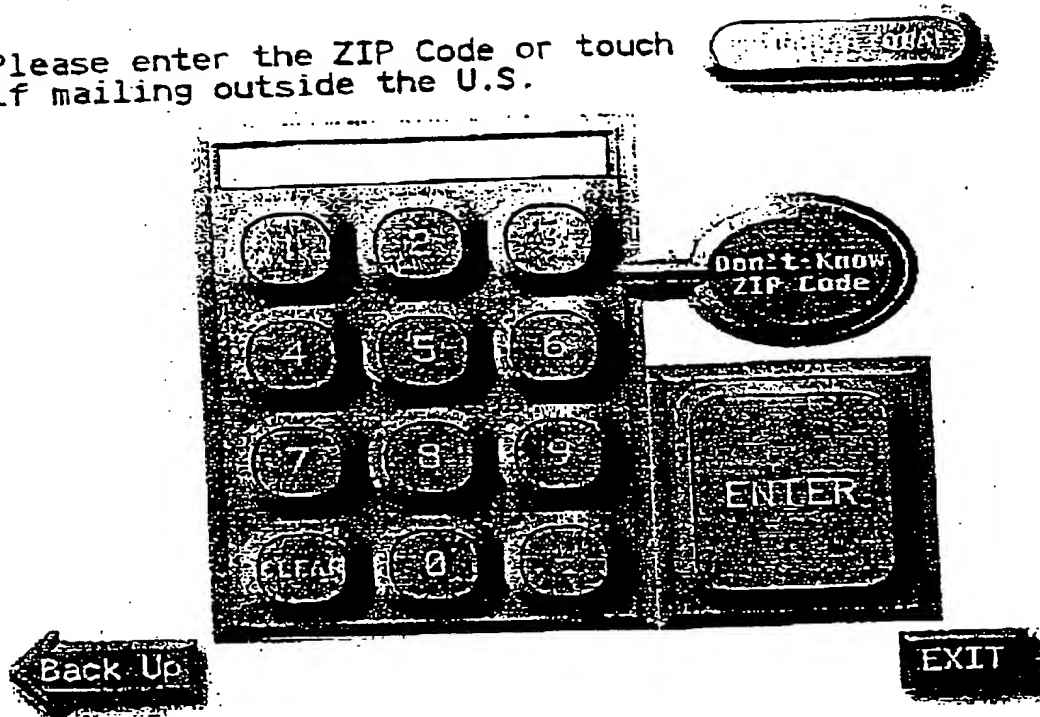
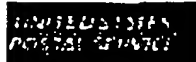


Fig 15.

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Domestic Rate Calculator



Search Stamps Track/Confirm ZIP Codes
Rate Calculator Change of Address Home

Domestic Rate Calculator (or go to [International Rate Calculator](#))
What would you like to mail?

- [Letter](#) (Minimum size: 5" long, 3-1/2" high, and 0.007" thick)
- [Large Letter](#) (Taller than 6-1/8" or longer than 11-1/2" or thicker than 1/4")
- [Envelope](#) (Maximum size: 5" long, 4-1/4" high, and 0.016" thick) (If any dimension exceeded use letter or large envelope rate)
- [Postcard](#)
- [Package](#)
 - [Large Package](#) (The length of its longest side plus the distance around its thickest part is more than 84" and less than or equal to 108")
 - [Oversized Package](#) (The length of its longest side plus the distance around its thickest part is more than 108" and less than or equal to 130")

[Postal Zone Charts](#)

[Domestic Postage Rates](#) (Text version)

[Postal Explorer CD-ROM Ordering Information](#)

[Postal Explorer](#) (Complete rates and mailing standards for all domestic and international mail)

Customer chooses A package

Fig 16
16/363

Domestic Rate Calculator

Please enter two 5-digit U.S. ZIP Codes. (Required)

ZIP Code: To ZIP Code:

How much does it weigh?

*1/2 x 11 pieces of paper weigh approximately 1 ounce*Pounds Ounces

Does your package have any special characteristics?

Characteristics: [Continue](#)

For assistance with ZIP Codes use [City State / ZIP Code Associations](#)
(Code lookup will open in a new window)

Customer chose A Package on previous page
then typed in his zip code
then = the weight
then clicks on continue

Fig 17

17/363

Domestic Rate Calculator

, how quickly do you want it delivered?

Day(s)	
<u>Parcel Post</u>	<u>Help</u> \$6.45
Day(s)	
<u>Priority Mail</u>	<u>Help</u> \$6.50
overnight to most areas	
<u>Express Mail</u>	<u>Help</u> \$24.00

add special services, select one option above.

[here to start over](#)

Customer Clicked on continue on p. 2

His options appear above.

He chooses which service he wants.

~~Customer~~

Fig 18

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US Domestic Rate Calculator

Would you like an additional Special Service?

Collect on Delivery

Additional Insurance

(\$500 coverage automatically included)

Return Receipt sent to you

None of these

Help

Help

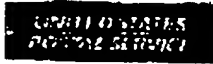
Help

Continue

customer chose Express mail on p. 3

He chooses None of these on Special services.

Domestic Rate Calculator



Search Stamps Track/Confirm ZIP Codes
Rate Calculator Change of Address Home

Mail your 5 pound 0 ounce Express Mail
package from SKANEATELES, NY 13152 to
LAS, TX 75214.

price is:

Express Mail	\$24.00
ADDITIONAL CHARGES	\$24.00

[Click here to make another postage calculation](#)

This shows the total postage required to mail the
package overnight to this location.

PS Domestic Rate Calculator

Please enter two 5-digit U.S. ZIP Codes. (Required)

From ZIP Code: To ZIP Code:

How much does it weigh?

x 8-1/2 x 11 pieces of paper weigh approximately 1 ounce

 Pounds Ounces

Does your package have any special characteristics?

Characteristics:

Continue

For assistance with ZIP Codes use City State / ZIP Code Associations
(ZIP Code lookup will open in a new window)

Customer chose A package again and entered a new weight and zip code.

Fig 21

21/363

ISPS Domestic Rate Calculator

First, how quickly do you want it delivered?

- 4 Day(s)
Parcel Post Help \$8.26
- 2 Day(s)
Priority Mail Help \$8.30
- Overnight to most areas
Express Mail Help \$30.60

To add special services, select one option above.

[Click here to start over](#)

Customer ^{views} ~~has~~ his options.

Fig 22

JSPS Domestic Rate Calculator

Would you like an additional Special Service?

- ☐ Certified Mail (Proof of Delivery) [Help](#)
- ☐ Registered [Help](#)
- ☐ Collect on Delivery [Help](#)
- ☐ Insurance [Help](#)
- ☒ None of these

Would you like to add Delivery Confirmation?

(Not available with Certified mail)

☒ No

☐ Yes, Add \$0.35

Continue

Customer chose priority mail, now he is asked
if he wants special services. If he wants to know
what these are he can click on Help.


Fig 23

23/363

Consumer Postal Rates and Fees

Domestic Rates and Fees for Consumers

Effective March 14, 1999

Note: Links with this icon  are stored in Adobe PDF (Portable Document Format) files. We provide help obtaining and installing the FREE Adobe Acrobat Reader as well as tips on how to use the Acrobat Reader.

Contents

First-Class Mail

Priority Mail

Express Mail

Parcel Post

Bound Printed Matter

Special Standard Mail (Book Rate)

Special Services

Certificate of Mailing

Certified Mail

Collect on Delivery (COD)

Delivery Confirmation

Insured Mail

Money Order

Return Receipt for Merchandise

Registered Mail

Restricted Delivery

Return Receipt

Sizes for Domestic Mail

Customer clicked on Help
~~at~~ next to Certified Mail.

However He can scan this whole
section to view definitions
of all of the additional
Special Services.

The next 12 pages
describe the Special Services.

He can scan the whole
section or click on the
Services he wants to read about

Fig 24

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Consumer Postal Rates and Fees

Additional Information**First-Class Mail**

First-Class Mail includes all personal correspondence, all bills and statements of accounts, all matter sealed or otherwise closed against inspection, and matter wholly or partly in writing or typewriting. Any mailable items may be sent as First-Class Mail. Each piece must weigh 13 ounces or less. Pieces over 13 ounces can be sent as Priority Mail.

Single-Piece Rates

First ounce \$0.33
Each additional ounce 0.22

Weight not over (oz.)

1*	\$0.33
2	0.55
3	0.77
4	0.99
5	1.21
6	1.43
7	1.65
8	1.87
9	2.09
10	2.31
11	2.53
12	2.75
13	2.97

Over 13 ounces (see Priority Mail)

* Nonstandard Size: An additional \$0.11 is required if 1 ounce or less and (a) over any of these dimensions: 11-1/2" long, 6-1/8" high, 1/4" thick; or (b) the length divided by the height is less than 1.3 or more than 2.5.

Postcard and Stamped Card Rates

Postcard \$0.20
Stamped card (sold by USPS) 0.21

Fig 25

25/363

Consumer Postal Rates and Fees

Postcard Rate Dimensions:

Minimum: 3-1/2 by 5 inches by 0.007 inch thick.

Maximum: 4-1/4 by 6 inches by 0.016 inch thick.

Priority Mail

Priority Mail offers 2-day service to most domestic destinations. Items must weigh 70 pounds or less and measure 108 inches or less in combined length and girth.

Features

Priority Mail envelopes, labels, and boxes are available at no additional charge at post offices or by calling 1-800-222-1811. Pickup service is available for \$8.25 per stop, regardless of the number of pieces.

Weight

Up to 2 pounds	\$3.20
Up to 3 pounds	4.30
Up to 4 pounds	5.40
Up to 5 pounds	6.50

For packages over 5 pounds, rates are based on the weight of the piece and the zone (distance from origin to destination ZIP Code). Complete information is available from the Domestic Rate Calculator.

The Zone Chart Program provides a 1 page zone chart for your origin ZIP Code.

Parcels that weigh less than 15 pounds but measure more than 84 inches in combined length and girth are charged the applicable rate for a 15-pound parcel.

Priority Mail Flat-Rate Envelope

\$3.20, regardless of weight or destination, for matter sent in a flat-rate envelope provided by the Postal Service.

Express Mail

Express Mail is our fastest service, with next day delivery by 12 noon to most destinations. Express Mail is delivered 365 days a year—with no extra charge for Saturday, Sunday, or holiday delivery. All packages must use an Express Mail label. Items must weigh 70 pounds or less and measure 108 inches or less in combined length and girth.

Consumer Postal Rates and Fees

Features

Express Mail envelopes, labels, and boxes are available at no additional charge. Features include merchandise and document reconstruction, tracking and tracing, delivery to post office boxes and rural addresses, domestic rates for APO and FPO addresses, money-back guarantee, COD, return receipt service, and waiver of signature. Insurance is provided at no additional cost up to \$500. Additional merchandise insurance is available up to \$5,000. Pickup service is available for \$8.25 per stop, regardless of the number of pieces.

Customer Service 1-800-222-1811

Order Express Mail supplies and labels, arrange pickup service, obtain delivery information between ZIP Codes, and determine delivery status.

Post Office to Addressee Service

Up to 8 ounces	\$11.75
Over 8 ounces up to 2 pounds	15.75
Up to 3 pounds	18.50
Up to 4 pounds	21.25
Up to 5 pounds	24.00
Up to 6 pounds	26.75
Up to 7 pounds	29.40
Up to 8 pounds	30.60
Up to 9 pounds	31.80
Up to 10 pounds	33.00

Over 10 pounds see the Domestic Rate Calculator or Notice 123, Ratefold.

Express Mail Flat-Rate Envelope

\$15.75, regardless of weight or destination, for matter sent in a flat-rate envelope provided by the Postal Service.

Parcel Post

Used for mailing certain items-books, circulars, catalogs, other printed matter, and merchandise-weighing 1 pound or more but not more than 70 pounds. Parcel Post must measure 130 inches or less in combined length and girth. Pieces exceeding 108 inches but not more than 130 inches in combined length and girth are available at Parcel Post

Fig 27

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Consumer Postal Rates and Fees

oversized rates.

Mark each package "Parcel Post" or "PP" in the postage area.

Rates are based on the weight of the piece and the zone (distance from origin to destination ZIP Code).

For rate information, see the Domestic Rate Calculator.

Bound Printed Matter

Description

Bound Printed Matter must weigh at least 1 pound but not more than 15 pounds. Rates are based on the weight of the piece and the zone (distance from origin to destination ZIP Code). Packages must measure 108 inches or less in combined length and girth.

Mark each package "Bound Printed Matter" in the postage area.

Bound Printed Matter must:

- a. Consist of advertising, promotional, directory, or editorial material (or any combination of such material).
- b. Be securely bound by permanent fastenings such as staples, spiral binding, glue, or stitching. Looseleaf binders and similar fastenings are not considered permanent.
- c. Consist of sheets of which at least 90% are imprinted by any process other than handwriting or typewriting with words, letters, characters, figures, or images (or any combination of them).
- d. Not have the nature of personal correspondence.
- e. Not be stationery, such as pads of blank printed forms.

Bound Printed Matter Single-Piece Rates

Weight Not Over (pounds)	Zones							
	Local	1&2	3	4	5	6	7	8
1.5	\$1.14	\$1.54	\$1.57	\$1.63	\$1.72	\$1.81	\$1.92	\$2.02
2.0	1.16	1.57	1.61	1.69	1.81	1.93	2.08	2.21
2.5	1.18	1.60	1.66	1.76	1.90	2.06	2.24	2.40
3.0	1.20	1.63	1.70	1.82	1.99	2.18	2.40	2.60

Fig 28

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Consumer Postal Rates and Fees

3.5	1.22	1.66	1.74	1.88	2.08	2.30	2.56	2.79
4.0	1.24	1.70	1.79	1.94	2.18	2.42	2.72	2.98
4.5	1.26	1.73	1.83	2.01	2.27	2.55	2.88	3.17
5.0	1.28	1.76	1.88	2.07	2.36	2.67	3.05	3.37
6.0	1.31	1.82	1.96	2.20	2.54	2.92	3.37	3.75
7.0	1.35	1.89	2.05	2.32	2.73	3.16	3.69	4.14
8.0	1.39	1.95	2.14	2.45	2.91	3.41	4.01	4.52
9.0	1.43	2.02	2.22	2.57	3.10	3.65	4.33	4.91
10.0	1.47	2.08	2.31	2.70	3.28	3.90	4.65	5.29
11.0	1.51	2.14	2.40	2.83	3.46	4.15	4.97	5.68
12.0	1.55	2.21	2.48	2.95	3.65	4.39	5.29	6.06
13.0	1.59	2.27	2.57	3.08	3.83	4.64	5.61	6.45
14.0	1.63	2.34	2.66	3.20	4.02	4.88	5.93	6.83
15.0	1.67	2.40	2.75	3.33	4.20	5.13	6.26	7.22

The Domestic Rate Calculator calculates rates based on weight and destination.

The Zone Chart Program provides a 1 page zone chart for your origin ZIP Code.

Special Standard Mail (Book Rate)

Description

Generally used for books (at least eight pages), film (16 mm or narrower), printed music, printed test materials, sound recordings, play scripts, printed educational charts, loose-leaf pages and binders consisting of medical information, and computer-readable media. Advertising restrictions apply.

Packages must measure 108 inches or less in combined length and girth.

Mark each package "Special Standard Mail" in the postage area.

Special Standard Mail Rates

Weight Not Over	Single- Piece
(pounds)	
1	\$1.13
2	1.58
3	2.03
4	2.48

Fig 29

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Consumer Postal Rates and Fees

5	2.93
6	3.38
7	3.83
8	4.11
9	4.39
10	4.67
11	4.95
12	5.23
13	5.51
14	5.79
15	6.07
16	6.35
17	6.63
18	6.91
19	7.19
20	7.47
21	7.75
22	8.03
23	8.31
24	8.59
25	8.87
26	9.15
27	9.43
28	9.71
29	9.99
30	10.27
31	10.55
32	10.83
33	11.11
34	11.39
35	11.67
36	11.95
37	12.23
38	12.51
39	12.79
40	13.07
41	13.35
42	13.63
43	13.91
44	14.19

Fig 36

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Consumer Postal Rates and Fees

45	14.47
46	14.75
47	15.03
48	15.31
49	15.59
50	15.87
51	16.15
52	16.43
53	16.71
54	16.99
55	17.27
56	17.55
57	17.83
58	18.11
59	18.39
60	18.67
61	18.95
62	19.23
63	19.51
64	19.79
65	20.07
66	20.35
67	20.63
68	20.91
69	21.19
70	21.47

Special Services**Certificate of Mailing**

Provides evidence of mailing (but not evidence of receipt). Must be purchased at time of mailing.

Fee in addition to postage—\$0.60

Certified Mail

Provides the sender with a mailing receipt. A record is kept at the post office of delivery. A return receipt can also be purchased for an additional fee. Available only

Fig 31
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Consumer Postal Rates and Fees

with First-Class Mail and Priority Mail.

Fee in addition to postage—\$1.40

Collect on Delivery (COD)

Allows mailers to collect the price of goods and/or postage on merchandise ordered by addressee when it is delivered. COD service can be used for merchandise sent by First-Class Mail, Express Mail, Priority Mail, and Standard Mail (B). May be combined with registered mail. This service is not available for international mail or for mail addressed to APO and FPO addresses.

Fees include insurance. Maximum amount is \$600.

Amount to be collected or insurance desired	Fee in Addition to Postage
\$0.01 to \$ 50.00	\$4.00
50.01 to 100.00	5.00
100.01 to 200.00	6.00
200.01 to 300.00	7.00
300.01 to 400.00	8.00
400.01 to 500.00	9.00
500.01 to 600.00	10.00
Restricted delivery	\$2.75
Notice of nondelivery	3.00
Alteration of COD charges or designation of new addressee	3.00
Registered COD	4.00

Delivery Confirmation (Retail)

Provides information about the date and time of delivery or attempted delivery. Mailers may retrieve delivery status through the Internet or the toll-free number 800-222-1811. Available for Priority Mail, Parcel Post, Bound Printed Matter, Special Standard Mail, and Library Mail.

Fee in addition to postage:

Fig 32
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Consumer Postal Rates and Fees

Priority Mail - \$0.35

Parcel Post, Bound Printed Matter, Special Standard Mail, and Library Mail - \$0.60

Insured Mail

Provides coverage against loss or damage. Coverage up to \$5,000 for Standard Mail (B) as well as Standard Mail matter mailed at Priority Mail or First-Class Mail rates. Items must not be insured for more than their value. For items insured for more than \$50, restricted delivery and return receipt service are also available. The amount of insurance coverage for loss will be the actual value, less depreciation. No claim payments are made for sentimental losses or for any expenses incurred as a result of the loss.

Insurance Coverage Desired	Fee in addition to postage
\$0.01 to \$50.00	\$0.85
50.01 to 100.00	1.80
100.01 to 200.00	2.75
200.01 to 300.00	3.70
300.01 to 400.00	4.65
400.01 to 500.00	5.60
500.01 to 600.00	6.55
600.01 to 700.00	7.50
700.01 to 800.00	8.45
800.01 to 900.00	9.40
900.01 to 1,000.00	10.35
1,000.01 to 5,000.00	10.35 plus \$0.95 for each \$100 or fraction thereof over \$1,000 in desired coverage

Money Order

Provides safe transmission of money. Available in amounts up to \$700.

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Consumer Postal Rates and Fees

Fee per money order—\$0.80

Return Receipt for Merchandise

Provides the sender with a mailing receipt and a return receipt. A delivery record is kept at the post office of address, but no record is kept at the office of mailing.

Fee in addition to postage:

Showing to whom delivered, signature, date, and addressee's address (if different)—\$1.40

Delivery record—\$7.00

Registered Mail

Provides maximum protection and security for valuables. Available only for items paid at Priority Mail and First-Class Mail rates. May be combined with COD, restricted delivery, or return receipt. Postal insurance is provided for articles with a declared value up to a maximum of \$25,000. Only items with no declared value may use registry service without insurance.


Declared value without postal insurance	Fee in addition to postage
\$ 0.00	\$6.00
Declared value with postal insurance	Fee in addition to postage
\$0.01 to \$100.00	\$6.20
100.01 to 500.00	6.75
500.01 to 1,000.00	7.30
1,000.01 to 2,000.00	7.85
2,000.01 to 3,000.00	8.40
3,000.01 to 4,000.00	8.95
4,000.01 to 5,000.00	9.50
5,000.01 to 6,000.00	10.05

Fig 34

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Consumer Postal Rates and Fees

6,000.01 to 7,000.00	10.60
7,000.01 to 8,000.00	11.15
8,000.01 to 9,000.00	11.70
9,000.01 to 10,000.00	12.25
10,000.01 to 11,000.00	12.80
11,000.01 to 12,000.00	13.35
12,000.01 to 13,000.00	13.90
13,000.01 to 14,000.00	14.45

For higher values see the Domestic Rate Calculator or  Domestic Mail Manual R Module.

Restricted Delivery

Permits a mailer to direct delivery only to the addressee or addressee's authorized agent. The addressee must be an individual (or natural person) specified by name. Available only for certified mail, COD, mail insured for more than \$50, or registered mail.

Fee in addition to postage—\$2.75

Return Receipt

Provides a mailer with evidence of delivery. Also supplies the recipient's actual delivery address if it is different from the address used by the sender. A return receipt may be requested before or after delivery. Available only for Express Mail, certified mail, COD, mail insured for more than \$50, or registered mail.

Fee in addition to postage:

Requested at time of mailing: Showing to whom delivered, signature, date, and addressee's address (if different)—\$1.25

Requested after mailing: Showing to whom and date delivered—\$7.00

Sizes for Domestic Mail

Postcard Rate Dimensions:

Fig 35

35/36'3

Consumer Postal Rates and Fees

- Minimum: 3-1/2 by 5 inches by 0.007 inch thick.
- Maximum: 4-1/4 by 6 inches by 0.016 inch thick.



All mail must meet these standards:

- Thickness—Not less than 0.007 inch thick. Pieces that are 1/4 inch thick or less must be at least 3-1/2 inches high, 5 inches long, and rectangular in shape.
- Combined length and girth—Not more than 108 inches, except Parcel Post may not exceed 130 inches.
- Weight—Not more than 70 pounds.

Keys and identification devices are exempted from these requirements.

Additional standards apply to bulk mail and mail addressed to APOs and FPOs.

Additional Information

For complete rate information for all classes of mail, see  Domestic Mail Manual R Module and  Notice 123, Ratefold.

USPS Domestic Rate Calculator

Please enter two 5-digit U.S. ZIP Codes. (Required)

From ZIP Code: To ZIP Code:

How much does it weigh?

Six 8-1/2 x 11 pieces of paper weigh approximately 1 ounce

Pounds Ounces

Does your package have any special characteristics?

Characteristics:

Continue

For assistance with ZIP Codes use City State / ZIP Code Associations
(ZIP Code lookup will open in a new window)

Fig 37

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USPS Domestic Rate Calculator

First, how quickly do you want it delivered?

- 4 Day(s)
Parcel Post Help \$10.06
- 2 Day(s)
Priority Mail Help \$11.05
- Overnight to most areas
Express Mail Help \$36.80

To add special services, select one option above.

[Click here to start over](#)

Fig 38

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USPS Domestic Rate Calculator

Would you like an additional Special Service?

- ☒ Certified Mail (Proof of Delivery) [Help](#)
☐ Registered [Help](#)
☐ Collect on Delivery [Help](#)
☐ Insurance [Help](#)
☐ None of these

Would you like to add Delivery Confirmation?
(Not available with Certified mail)

- ☒ No
☐ Yes, Add \$0.35

Continue

Fig 39

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USPS Domestic Rate Calculator

Certified mail is legal proof of delivery. Here are Certified options with their prices, including postage. Which do you want?

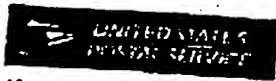
- ◆ Proof of delivery, we keep a record at the Post Office \$12.45
- ◆ Proof of delivery, return receipt sent to you \$13.70
- ◆ Restricted delivery to a specific person \$15.20
- ◆ Restricted delivery to a specific person with a return receipt sent to you \$16.45

[Click here to start over](#)

Fig 40

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USPS Domestic Rate Calculator



Search Shipping Track/Confirm Zip Codes
Rate Calculator Change of Address Home

If you mail your 12 pound 0 ounce Priority Mail package from SKANEATELES, NY 13152 to GREENVILLE, SC 29604 (Zone 5) we estimate your package will arrive in 2 Day(s).

The price is:

Priority Mail	\$11.05
Certified Mail	\$1.40
Return Receipt	\$1.25
TOTAL CHARGES	\$13.70

* Mark the package "Priority Mail" in the postage area.

The \$3.20 2-pound rate is charged for items sent in a flat-rate envelope provided by the USPS, regardless of the weight of the piece.

[Click here to make another postage calculation](#)

fig 41

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Source Flows:

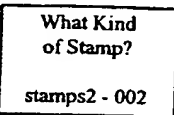
Flow Symbols Legend



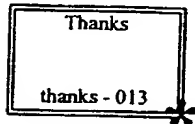
Starting point for the flow unless there are special rules for entering the flow via back up.



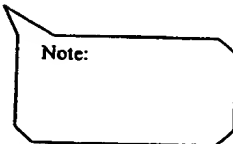
Starting point for the flow when there are special rules for entering the flow via back up.
NOTE: In flows where there is no Back Up symbol, back up from another flow goes to the Start symbol above.



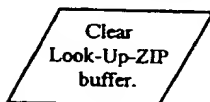
CST screen. A short description on top. Last line is Screen Title - Screen Number



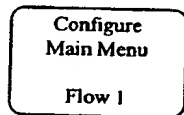
CST screen that does not display a back-up button is double-bordered.
Such a screen therefore acts as a stop in all back-up flows.
Users cannot back up beyond this point in a flow.
A screen with an asterisk in the lower right corner indicates no Exit button.
A short description at top. Last line is Screen Title - Screen Number



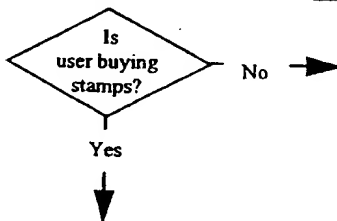
Special additional information about some aspect of the flow. The extension (here shown at upper left) points to the aspect of the flow being referenced.



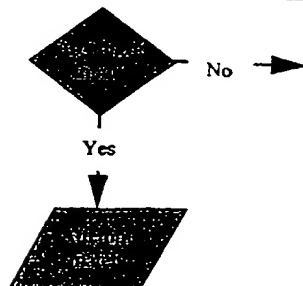
System action



Other flow reference. The Flow Title is at top. Last line is Flow Number.



Decision point.



Flow segments currently under discussion.
Shaded areas like this generally have not been reviewed or approved, and are not reflected in the current demo.

Fig 42

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Source Flows: 81, 82, 83

Configure Main Menu - Flow 1

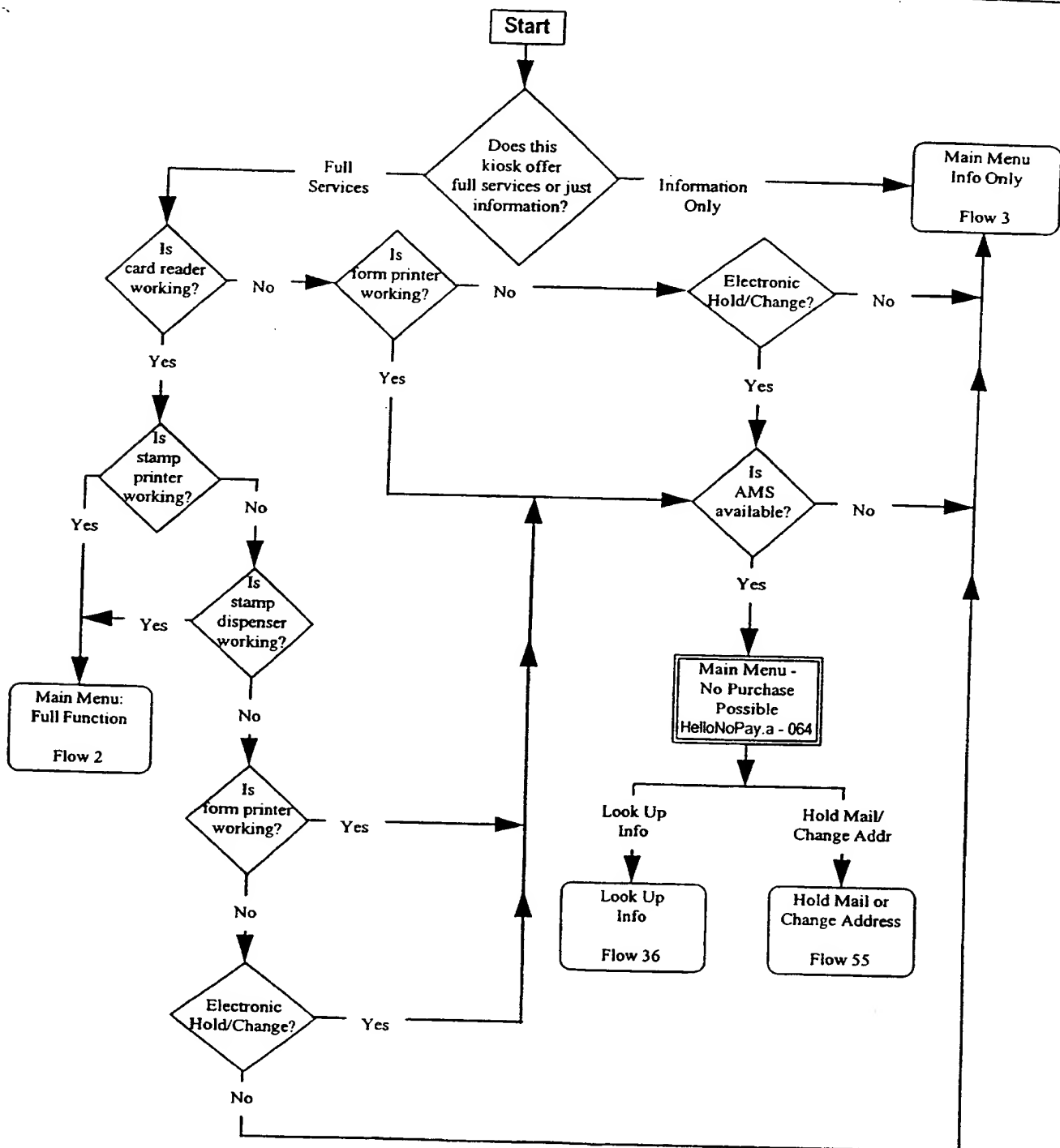
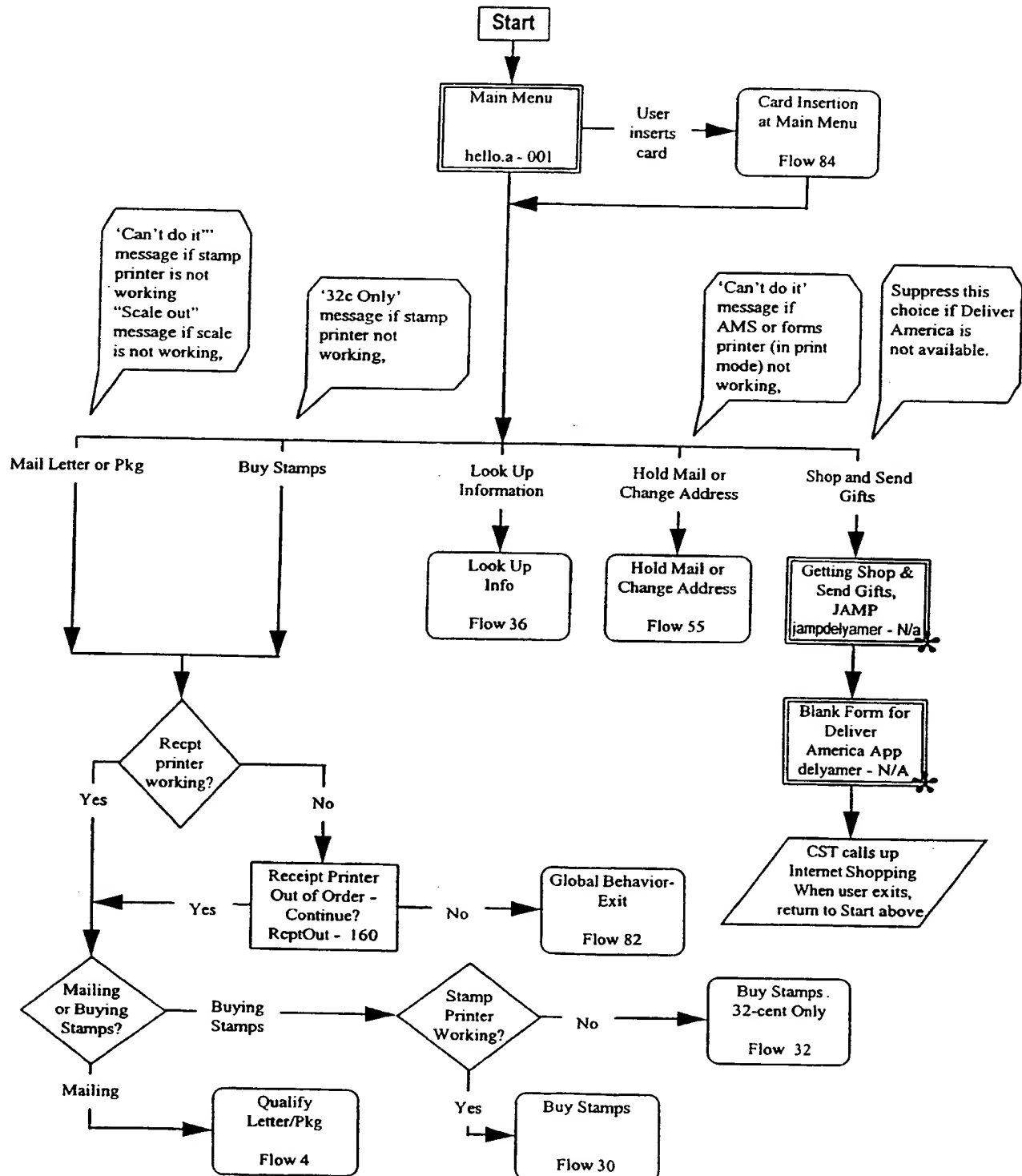


Fig. 43

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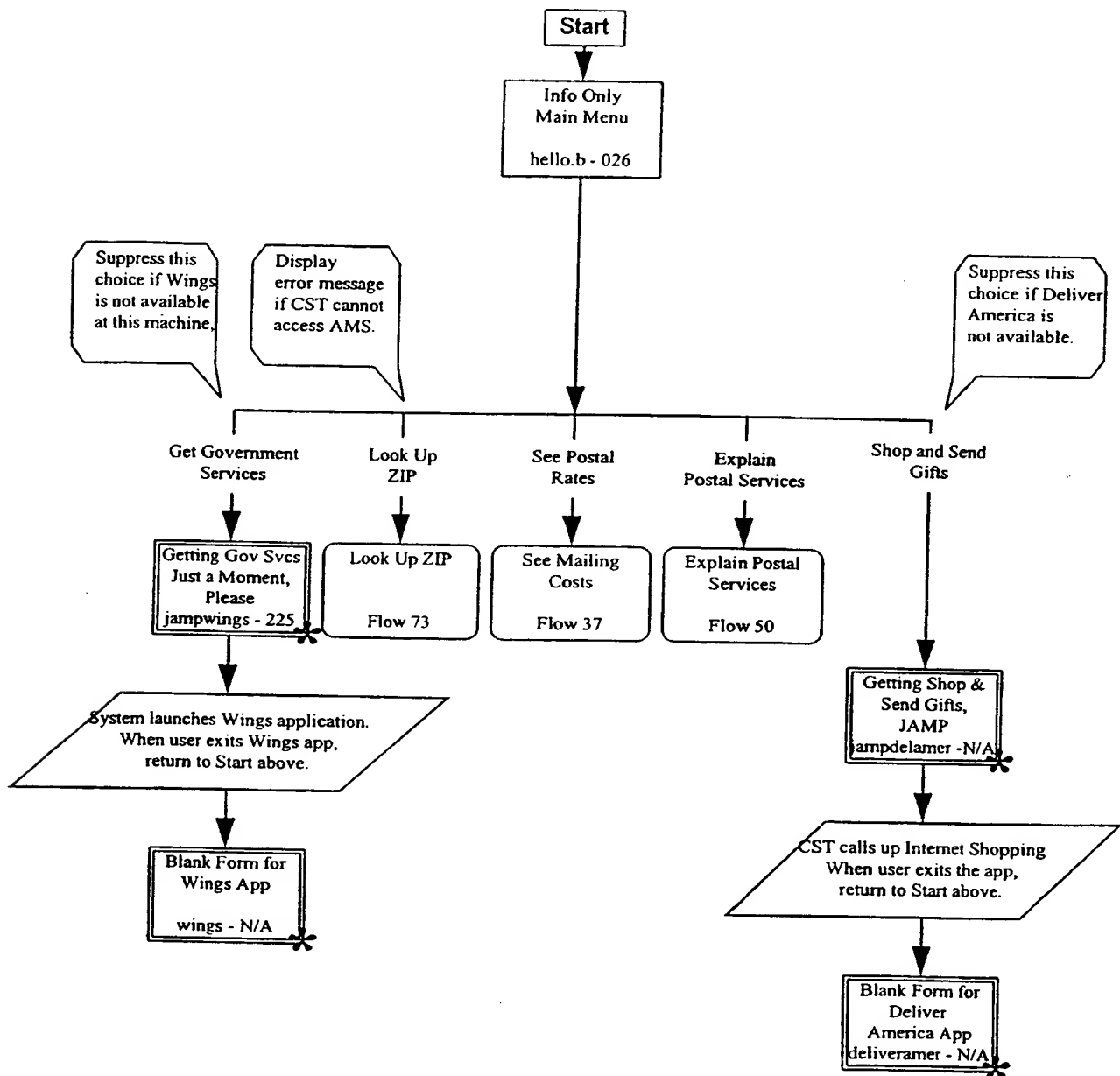
Source Flows: 1

Main Menu: Full Function - Flow 2

Fig 44
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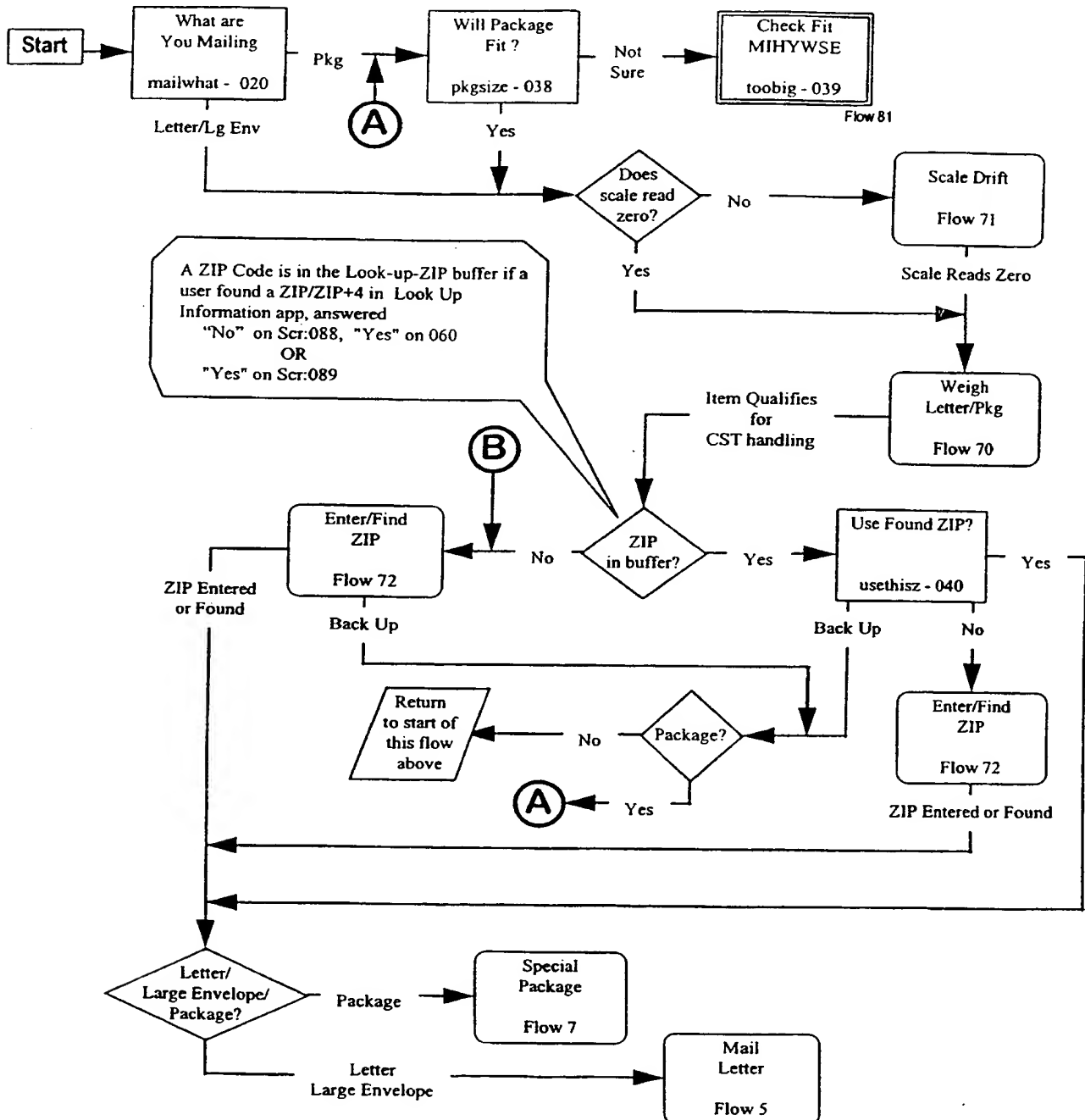
Source Flows: 1

Main Menu: Info Only - Flow 3



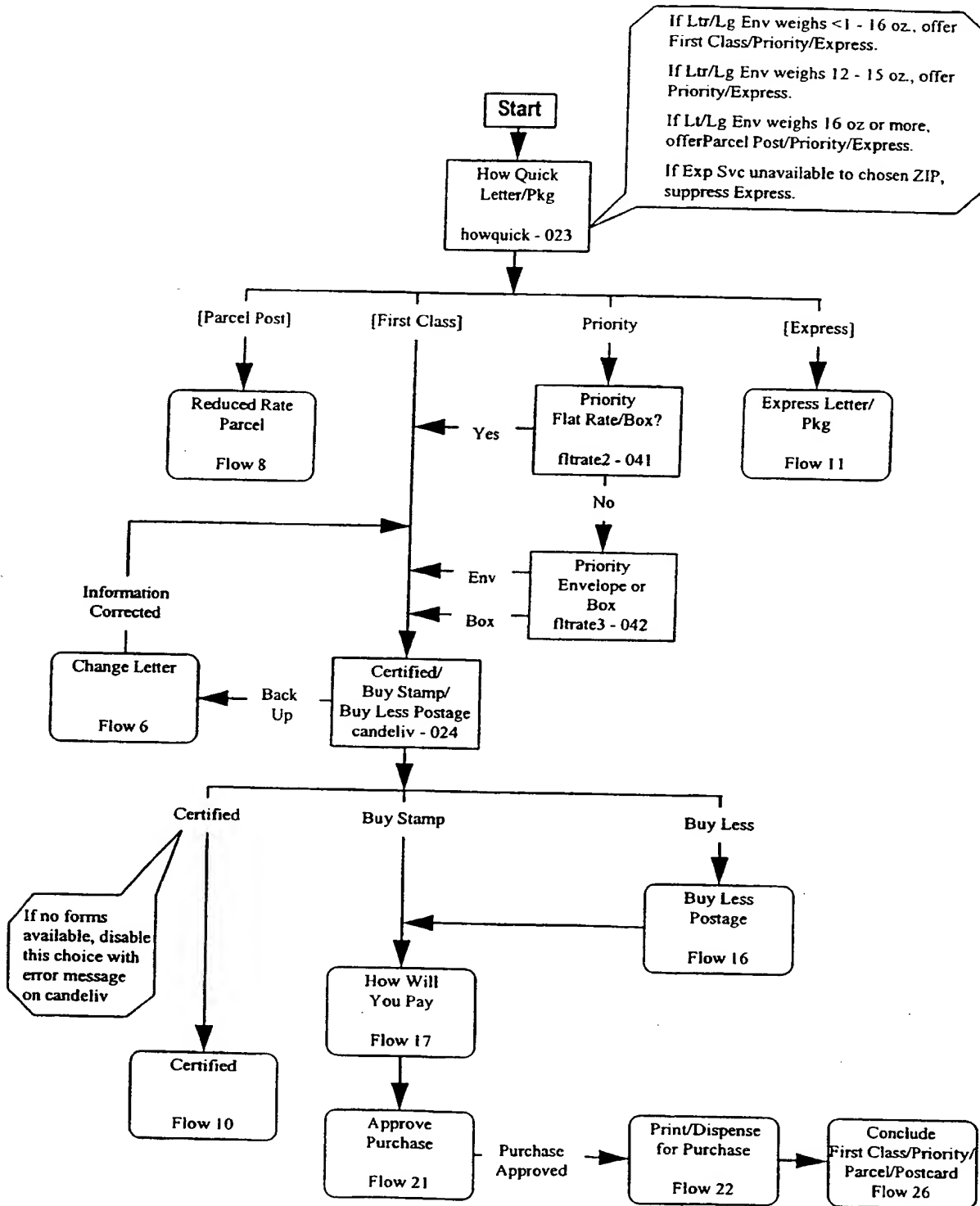
Source Flows: 2, 51, 52

Qualify Letter/Pkg - Flow 4

Fig 46
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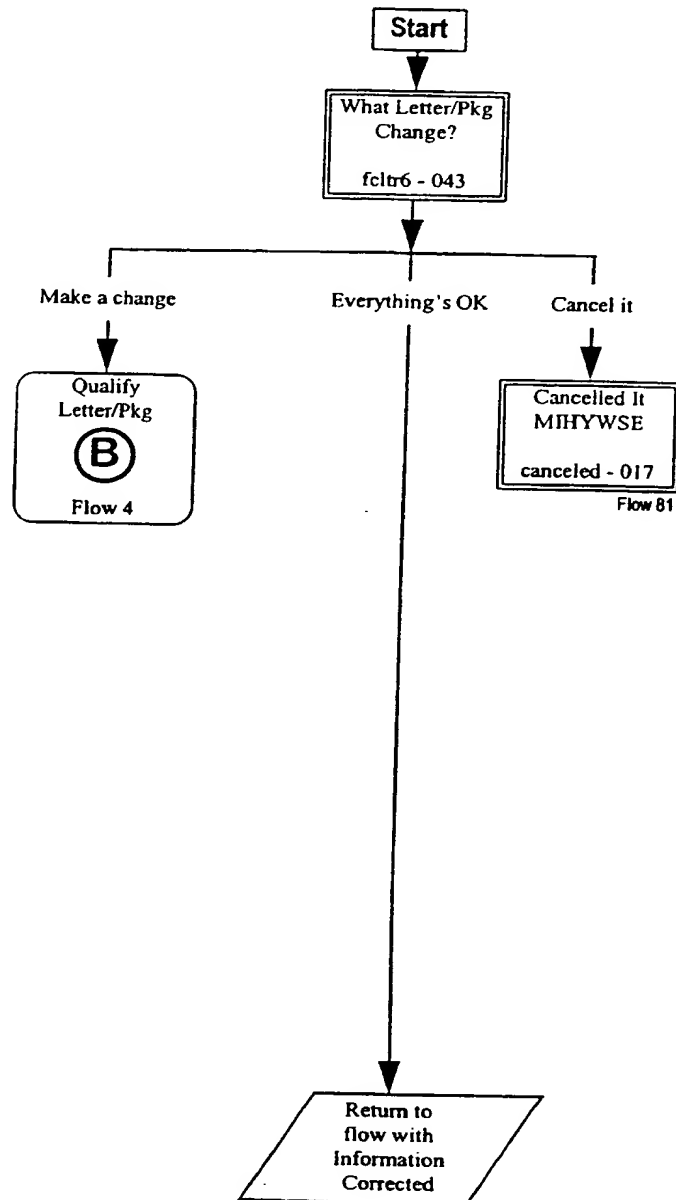
Source Flows: 4, 6

Mail Letter - Flow 5

Fig 47
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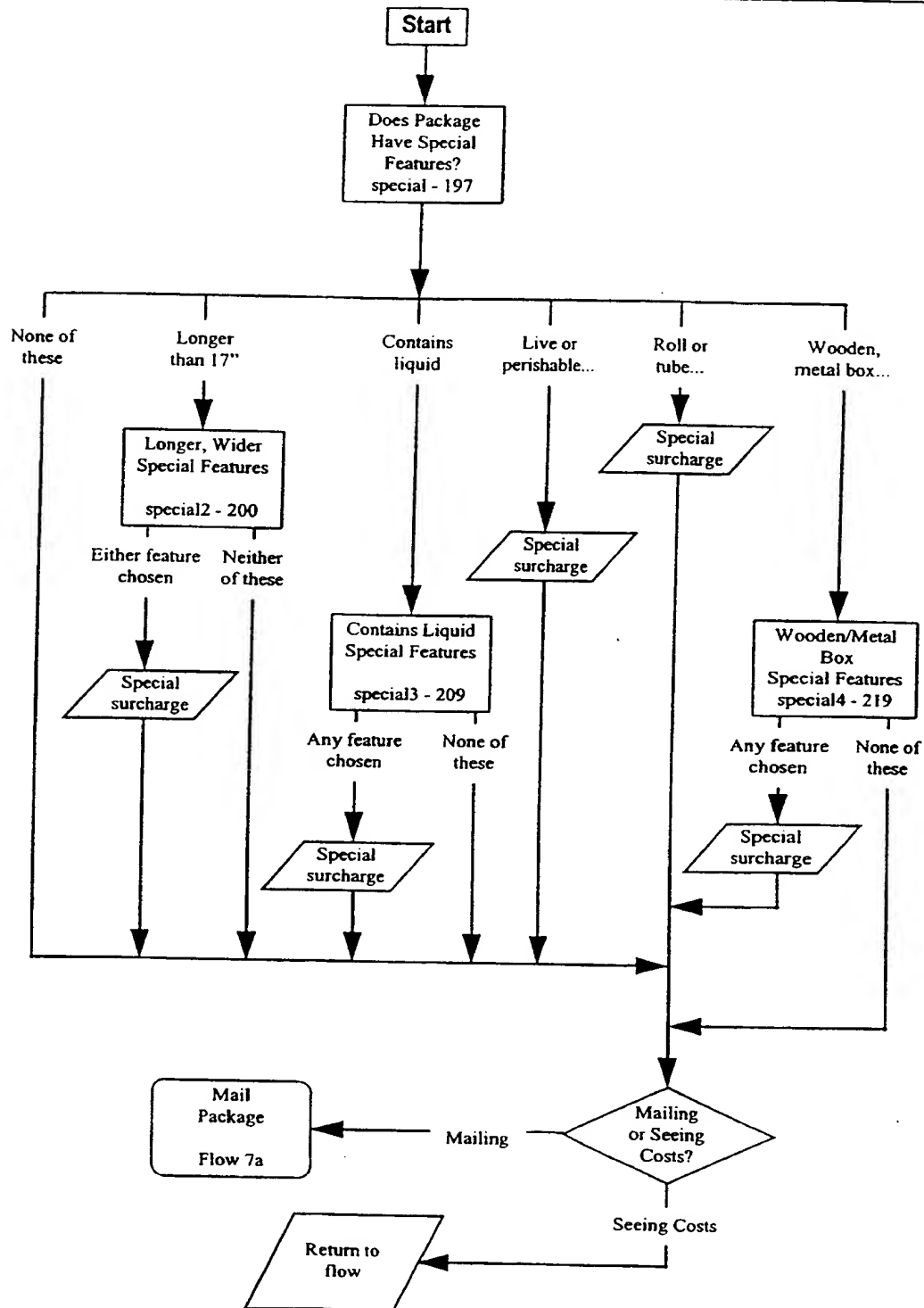
Source Flows: 5, 10

Change Letter - Flow 6

Fig 48
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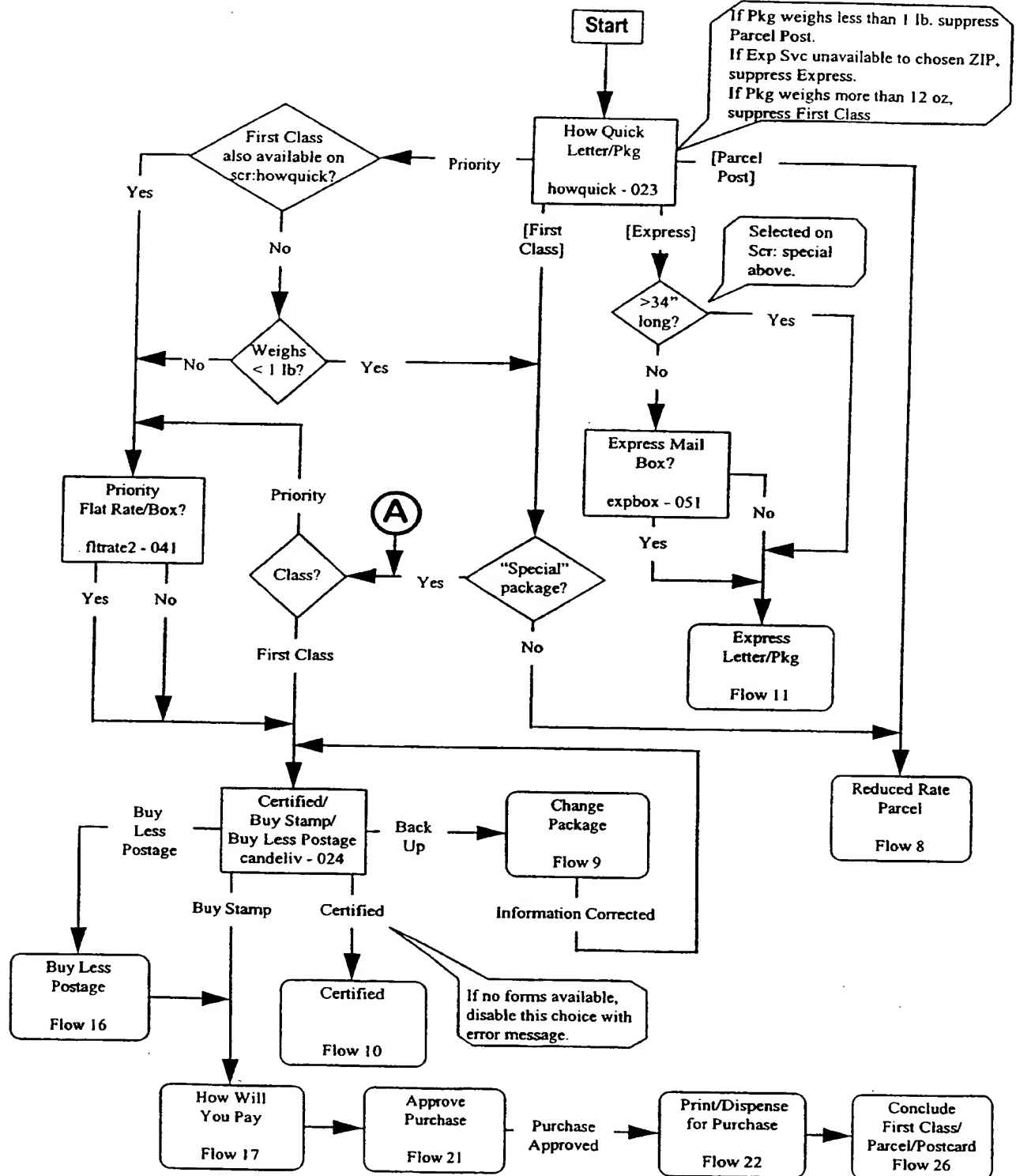
Source Flows: 4, 44

Special Package - Flow 7

Fig 49
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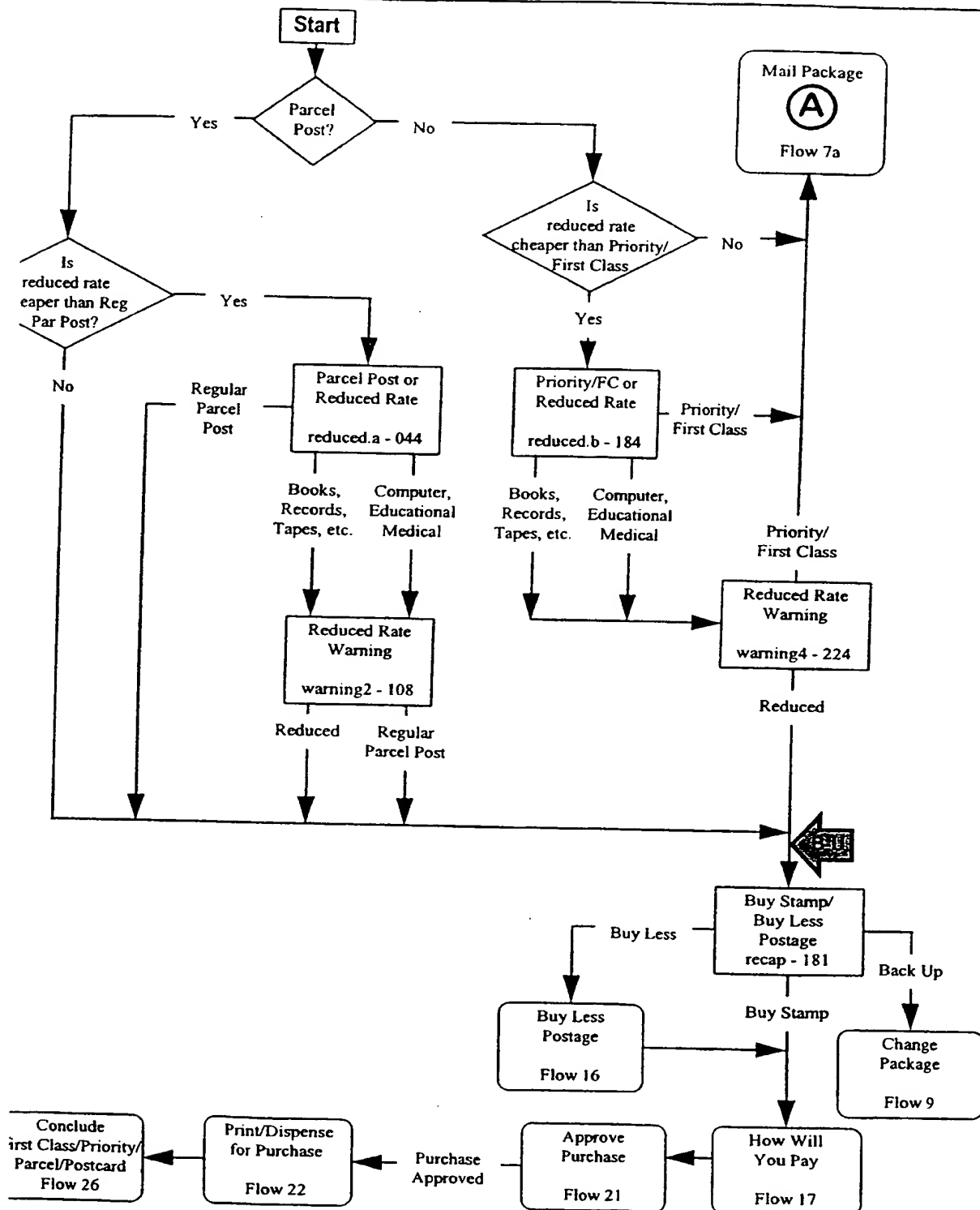
Source Flows: 7, 8

Mail Package- Flow 7a

Fig 50
50/363

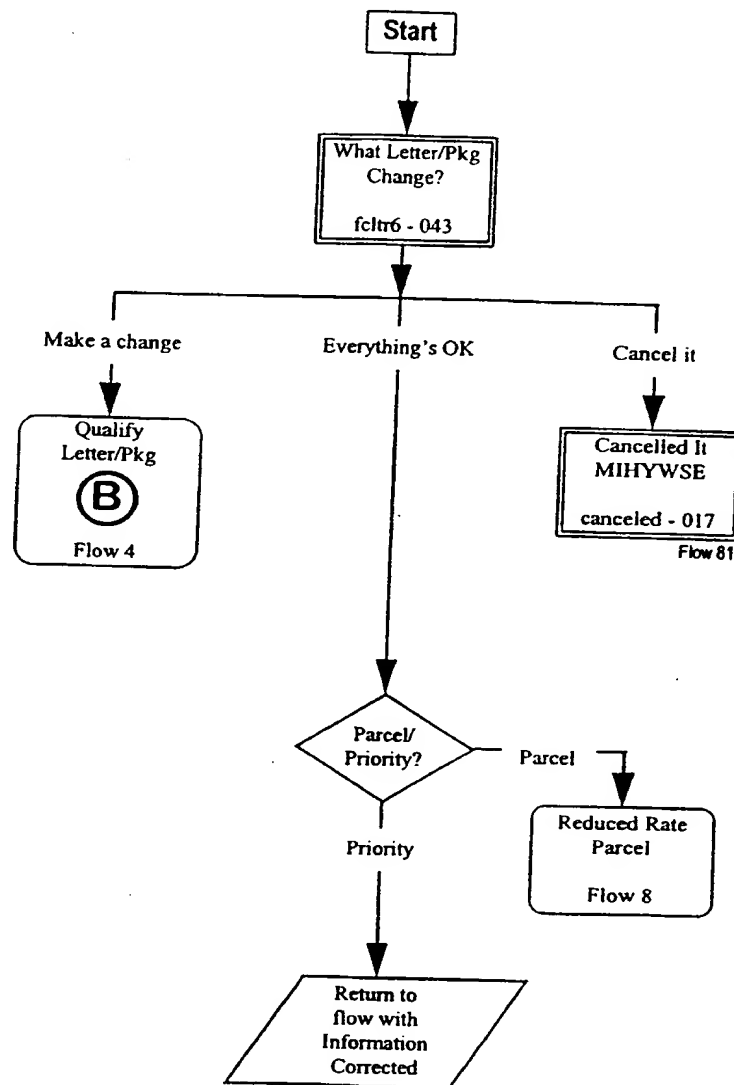
ce Flows: 5, 7, 9

Reduced Rate Parcel - Flow 8

Fig 51
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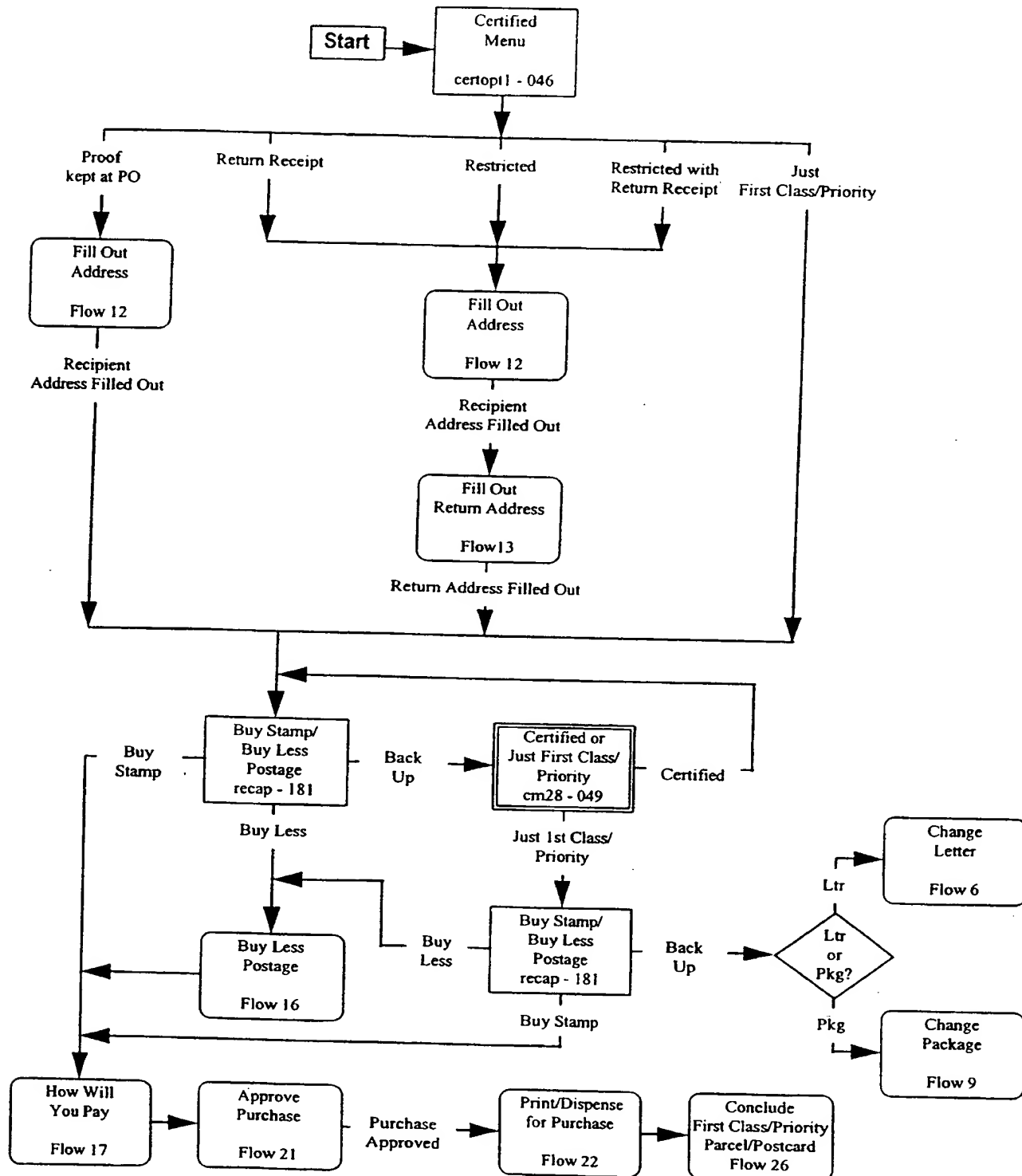
Source Flows: 7, 8, 10

Change Package - Flow 9

Fig 52
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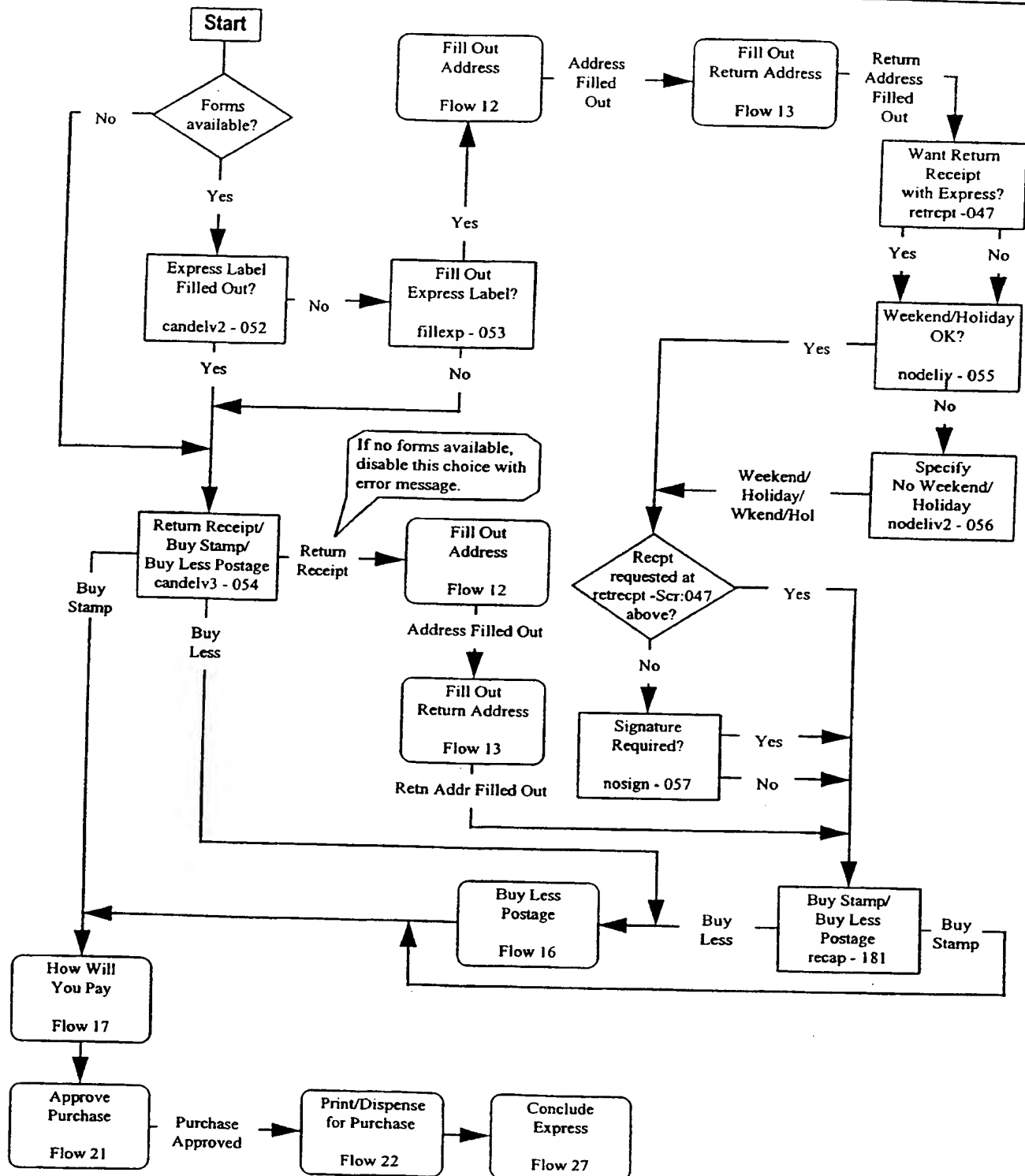
Source Flows: 5, 7

Certified - Flow 10

Fig 53
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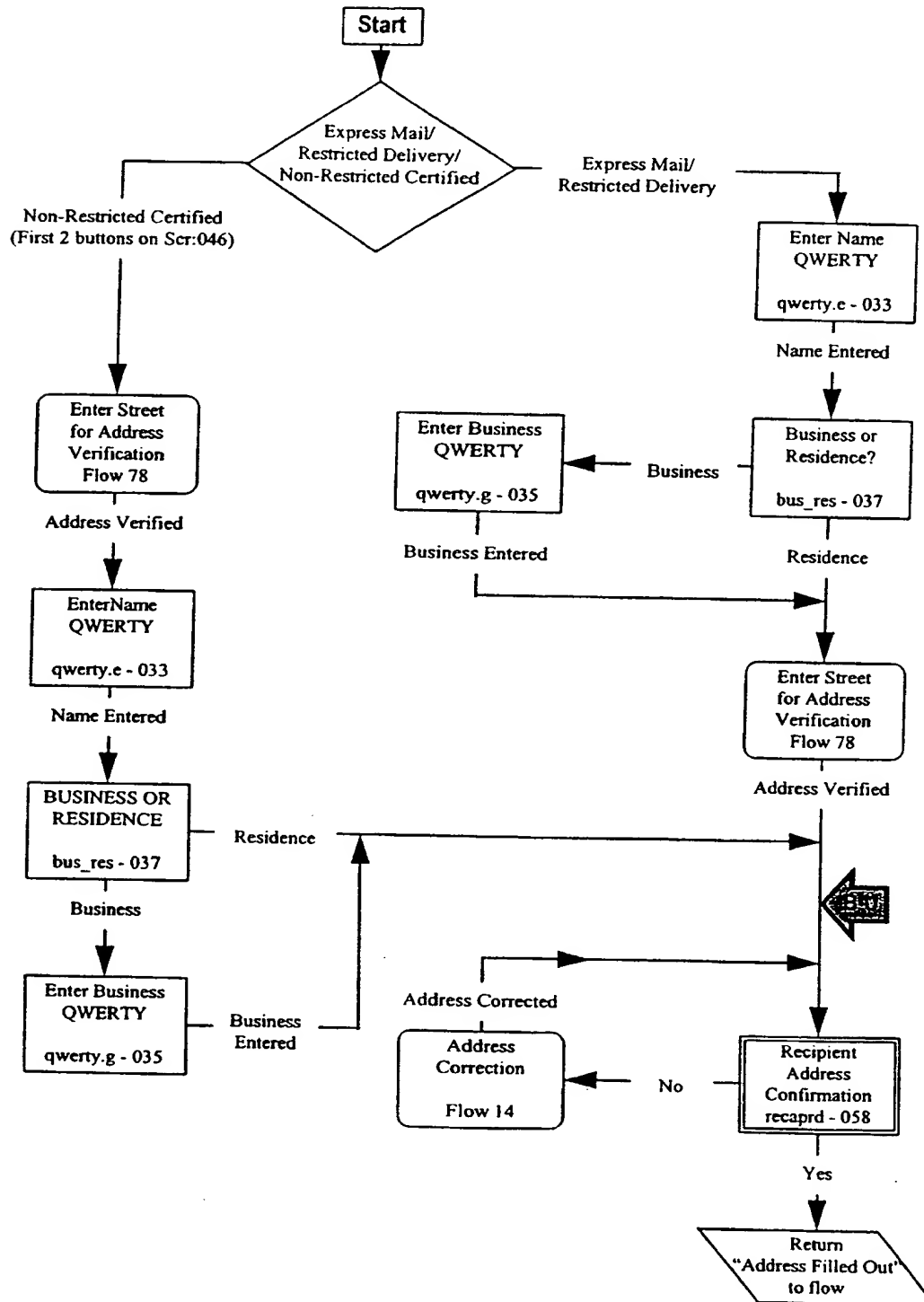
Source Flows: 5, 6, 7, 9

Express Letter/Pkg - Flow 11

Fig 54
54/363

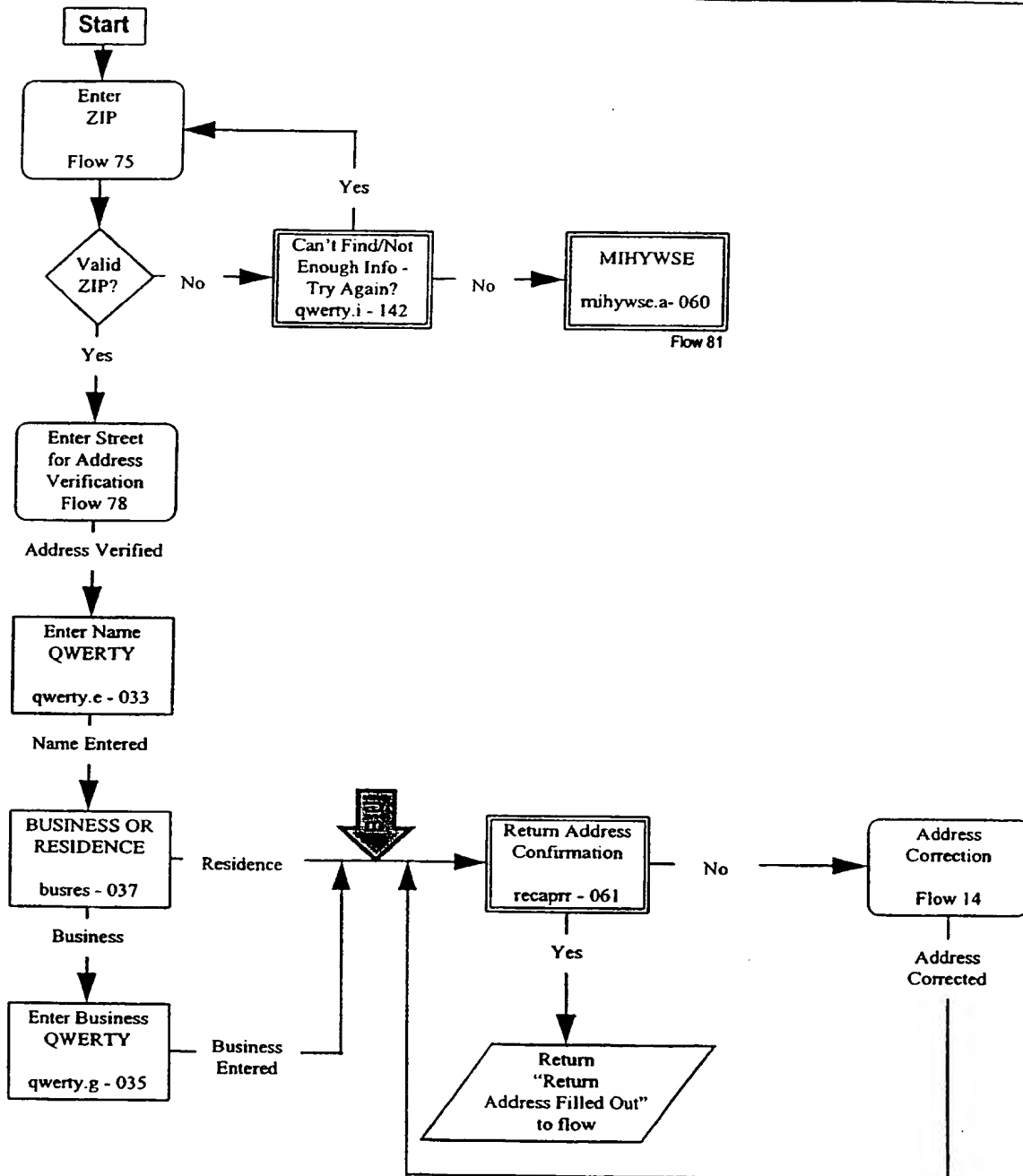
Source Flows: 10, 11

Fill Out Address - Flow 12



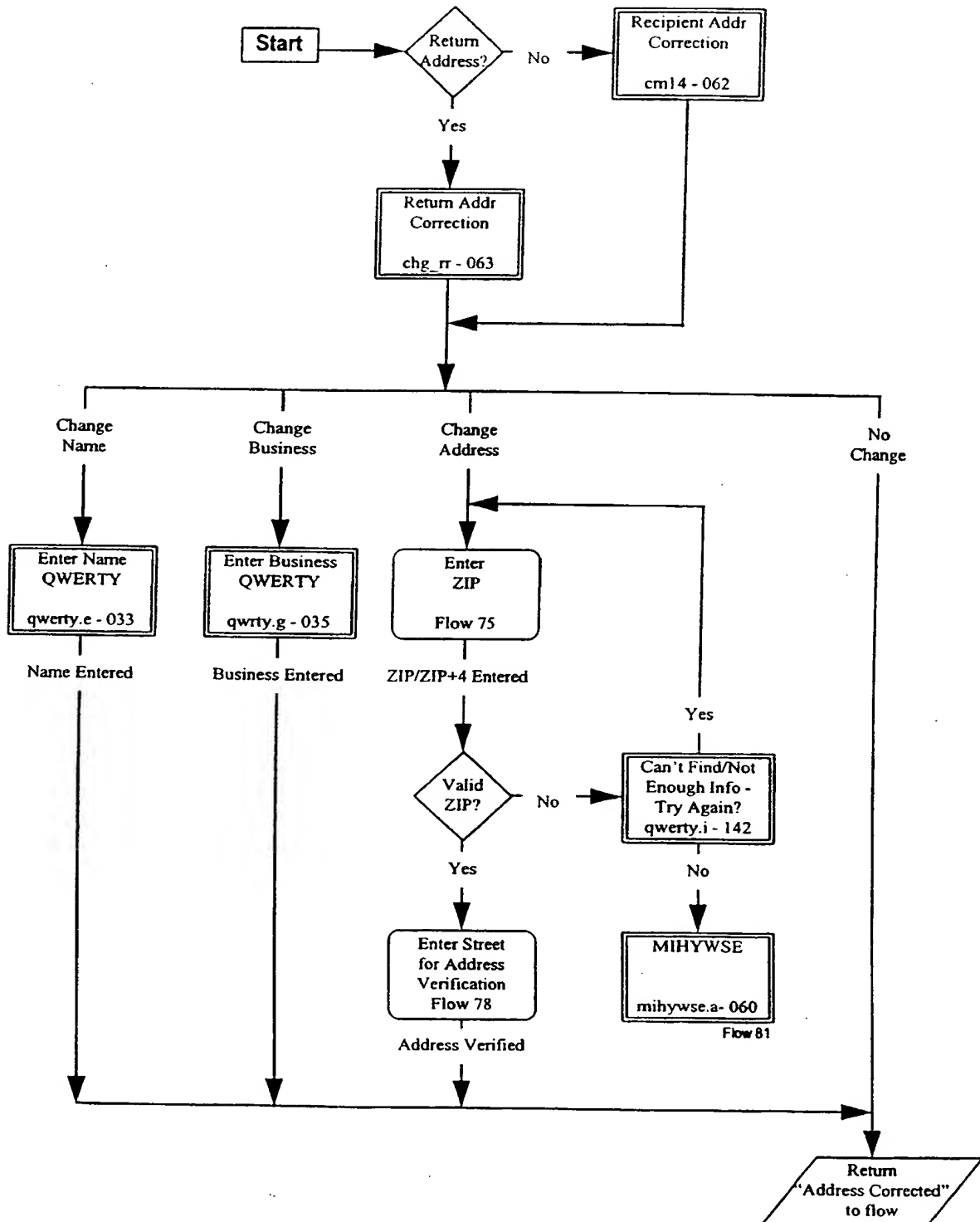
Source Flows: 10, 11

Fill Out Return Address - Flow 13

Fig 56
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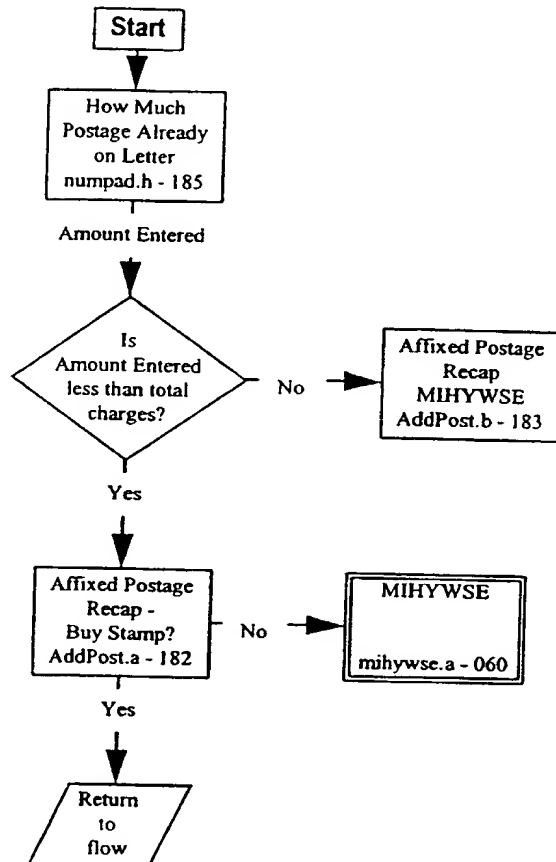
Source Flows: 12, 13

Address Correction - Flow 14

Fig 57
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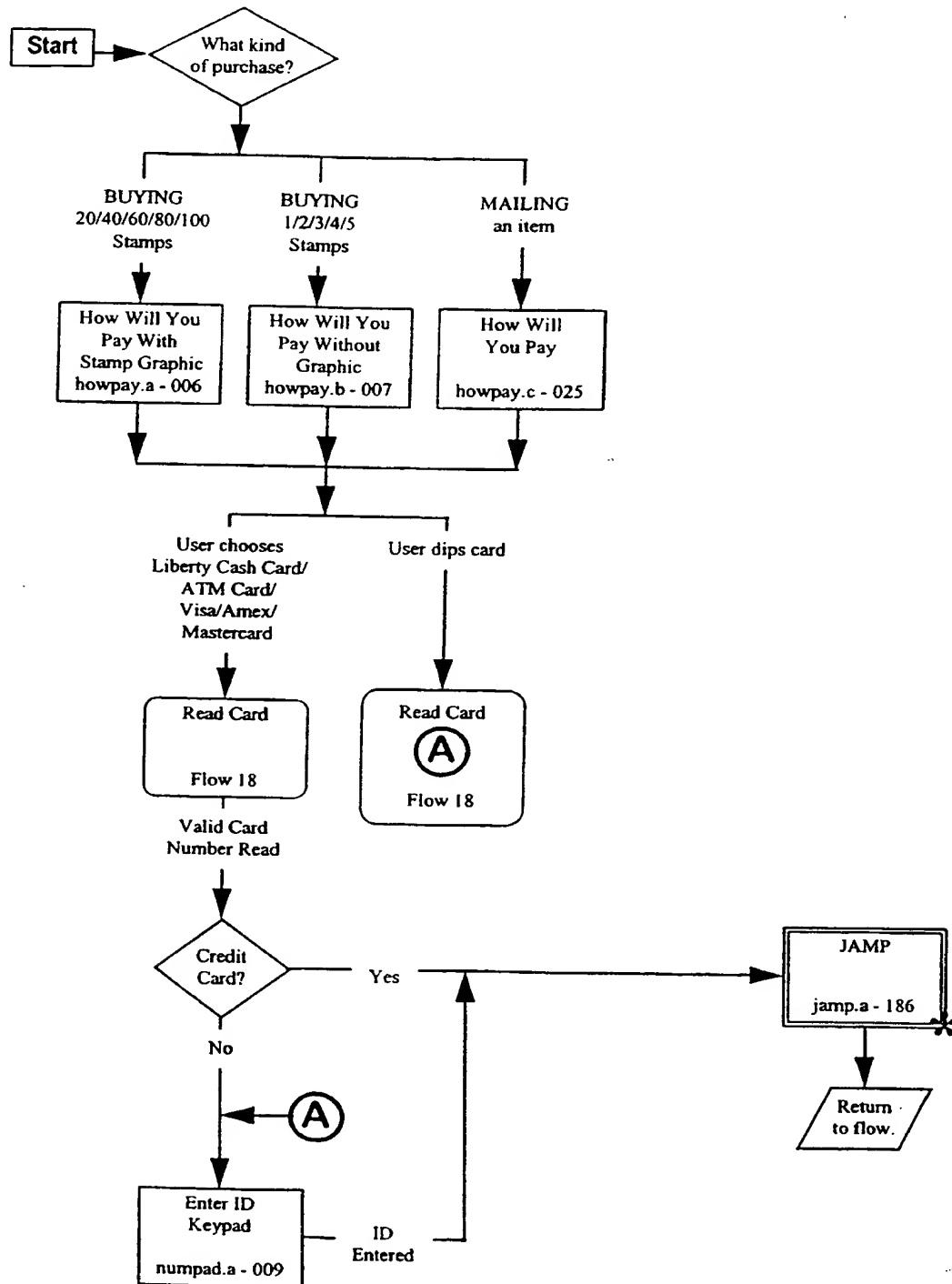
Source Flows: 5, 7, 8, 10, 11, 76

Buy Less Postage - Flow 16



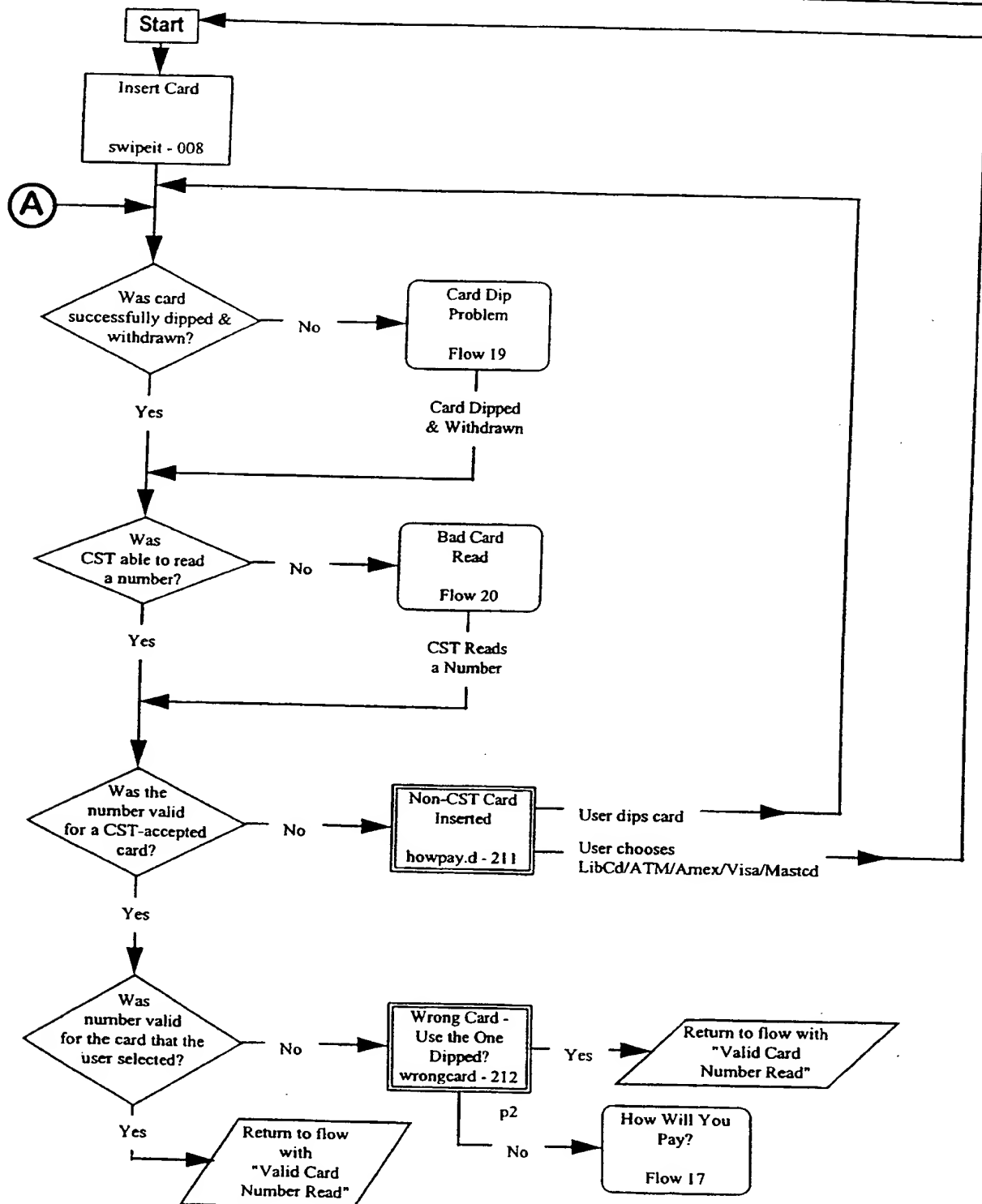
Source Flows: 5, 7, 8, 10, 11, 18, 19, 20, 21, 30, 32, 47, 76

How Will You Pay - Flow 17

Fig 59
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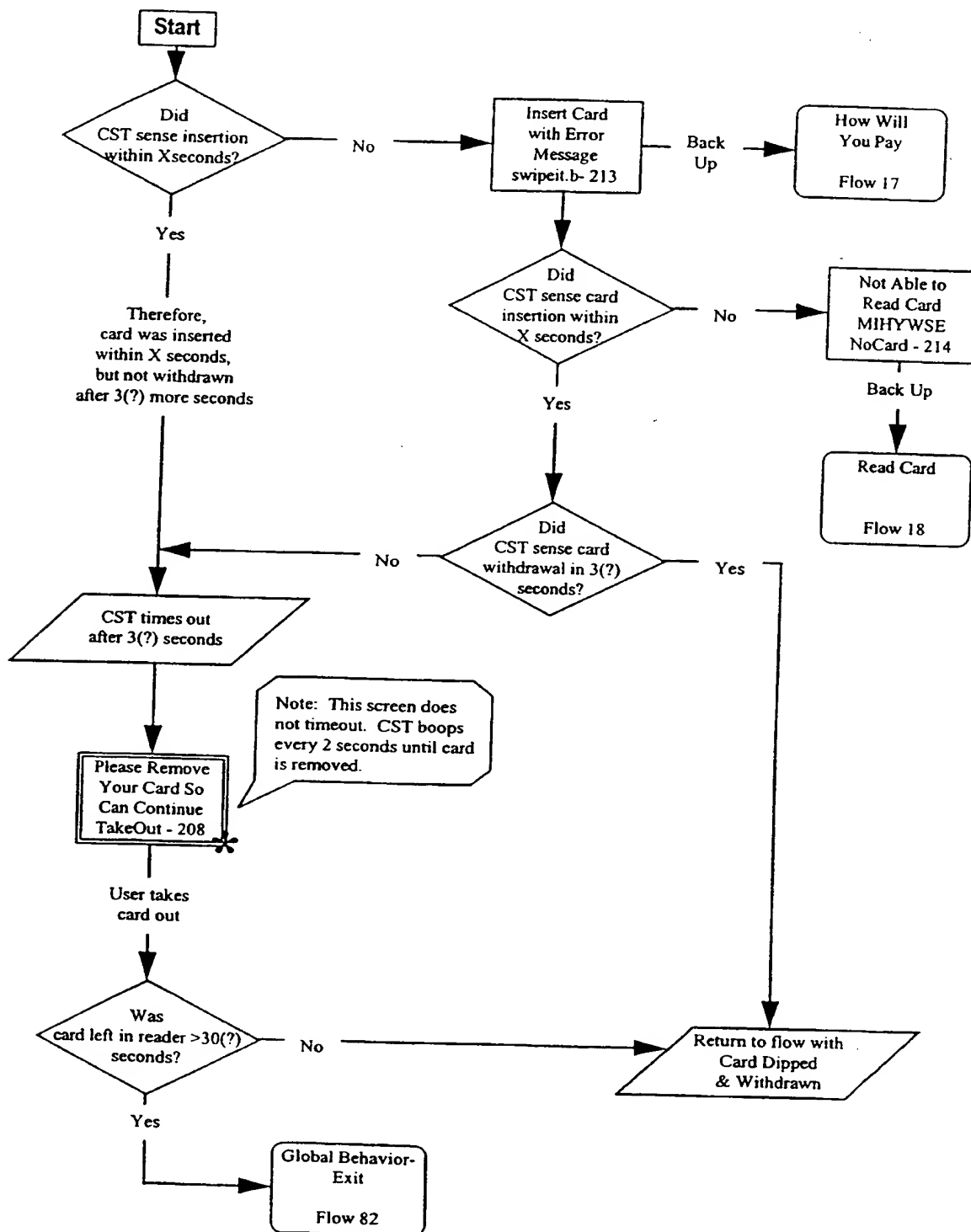
Source Flows: 17

Read Card - Flow 18



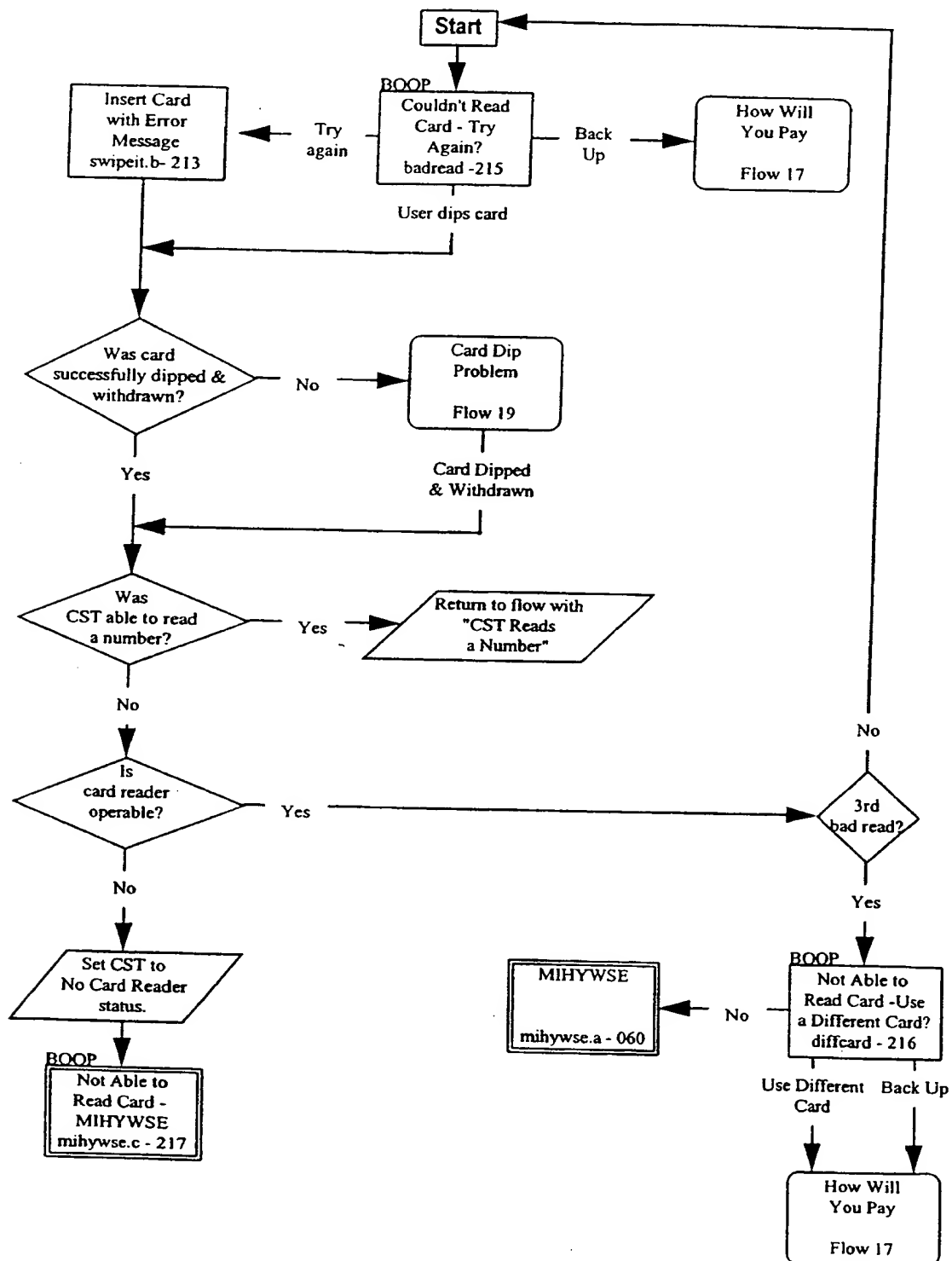
Source Flows: 18, 20

Card Dip Problem- Flow 19



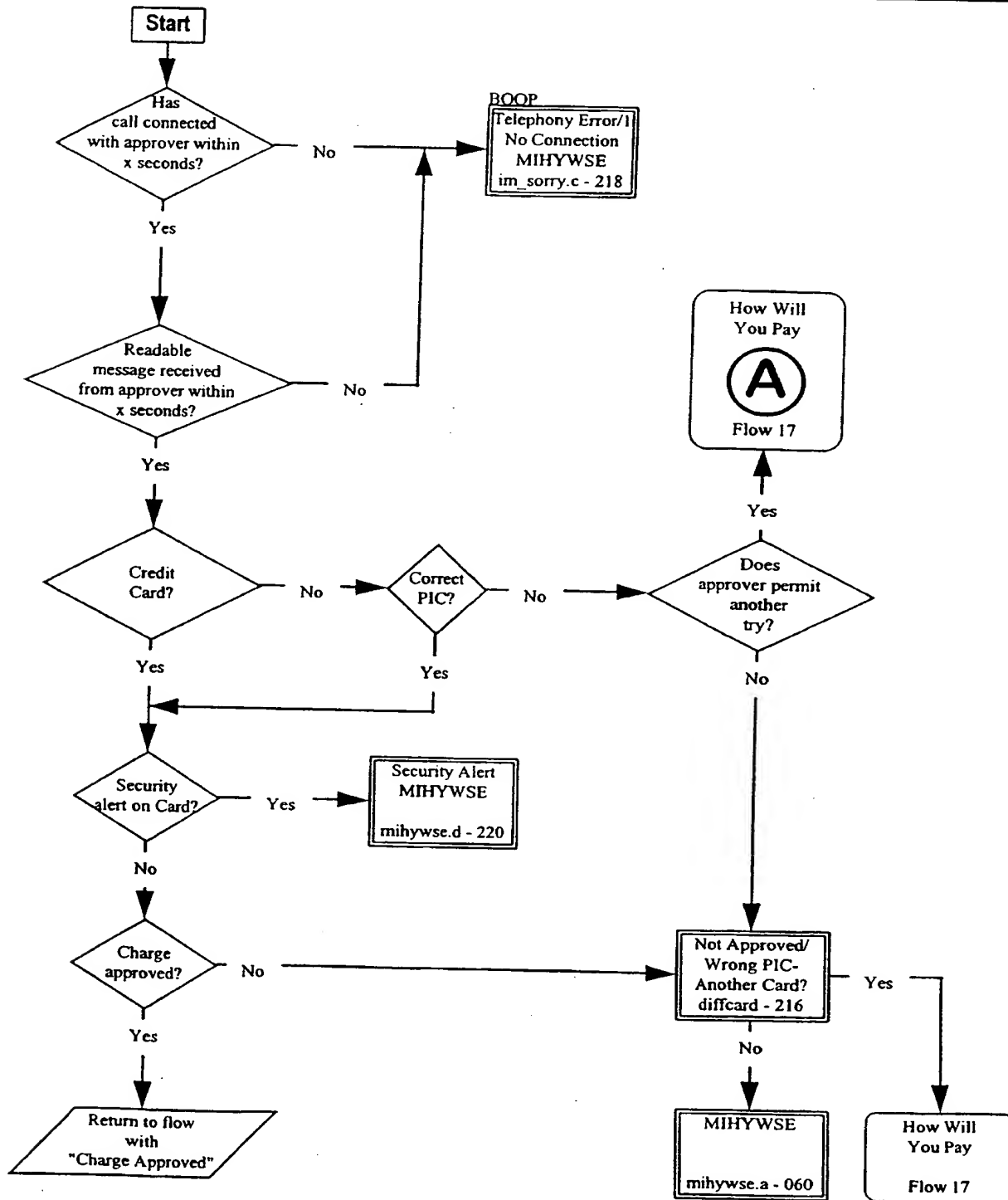
Source Flows: 18

Bad Card Read - Flow 20



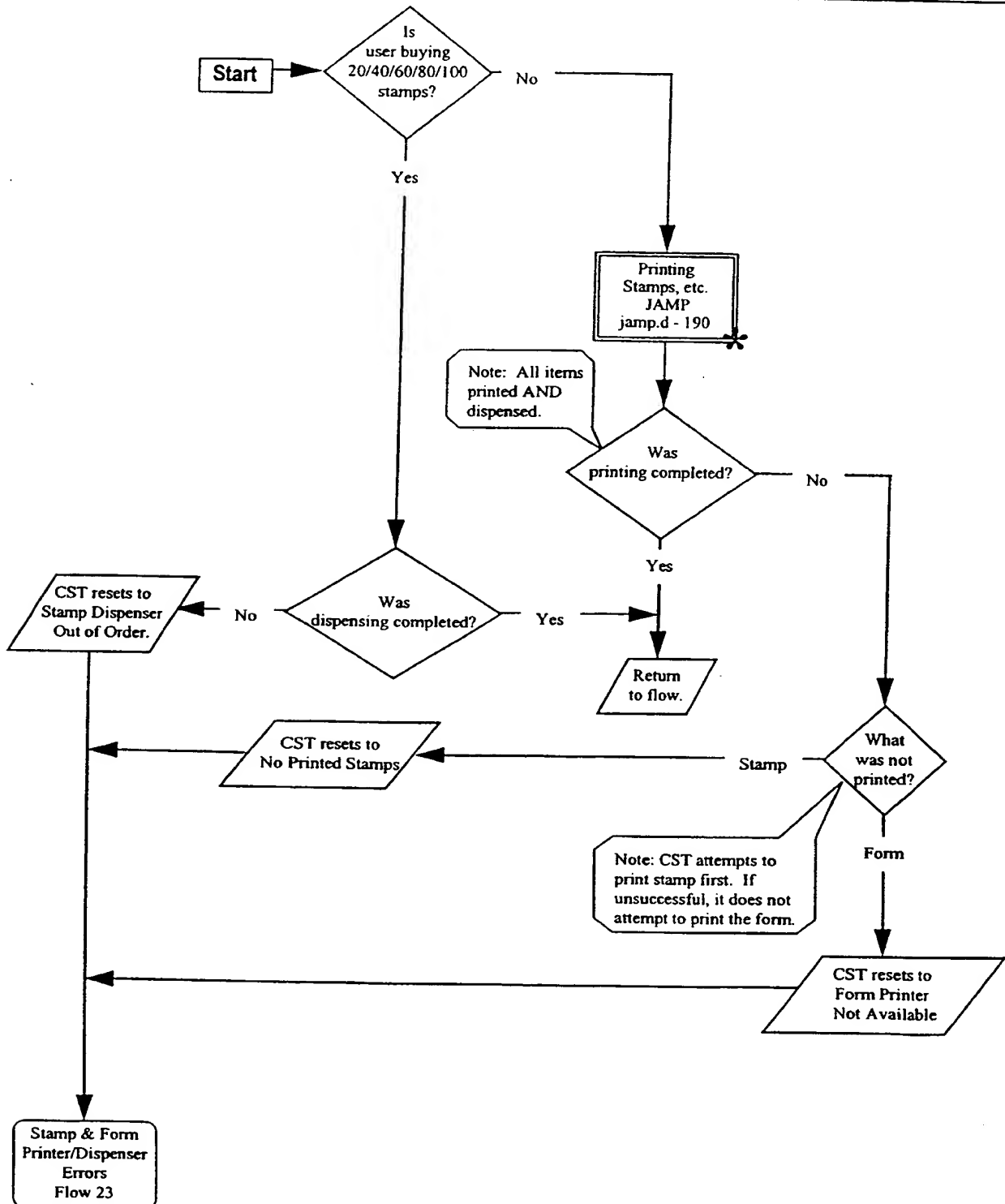
Source Flows: 5, 7, 8, 10, 11, 31, 47, 76

Approve Purchase - Flow 21



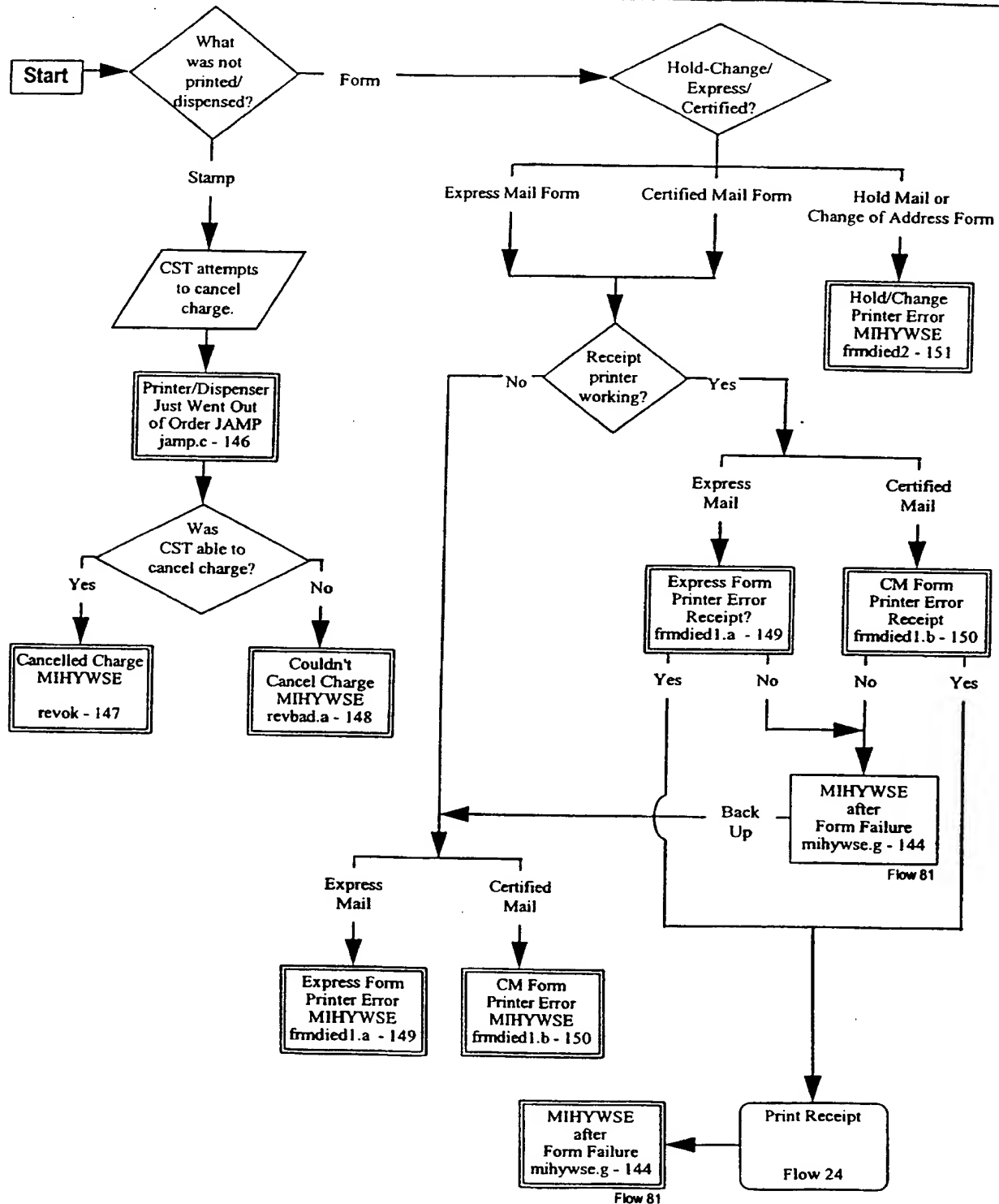
Source Flows: 5, 7, 8, 10, 11, 31, 47, 76

Print/Dispense for Purchase - Flow 22



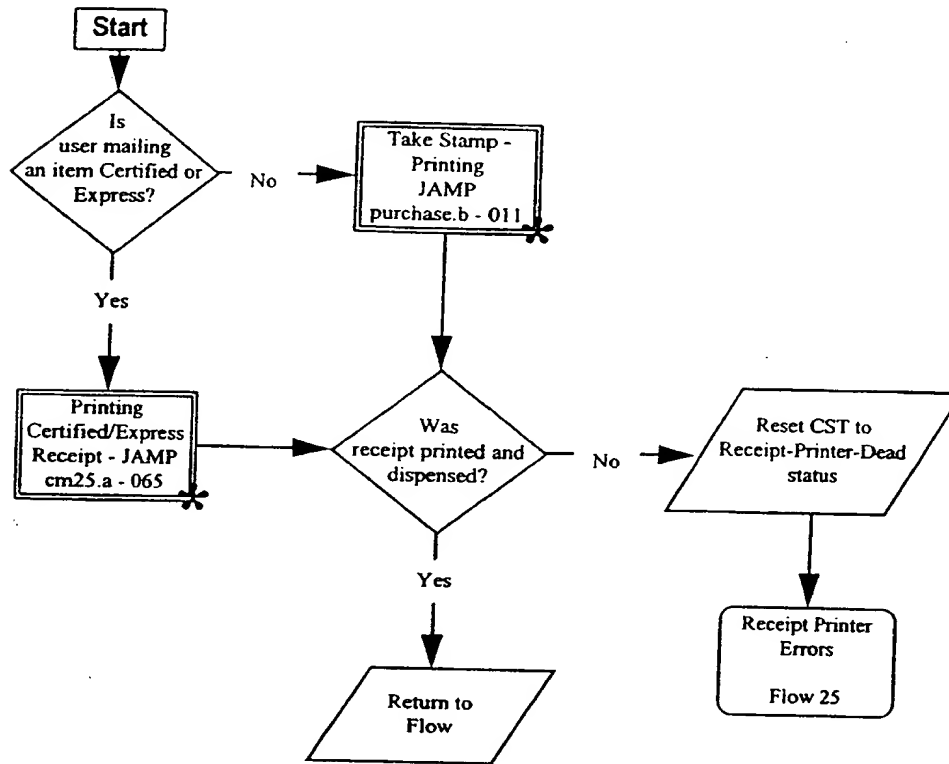
Source Flows: 22, 56, 65

Stamp & Form Printer/Dispenser Errors - Flow 23

Fig 65
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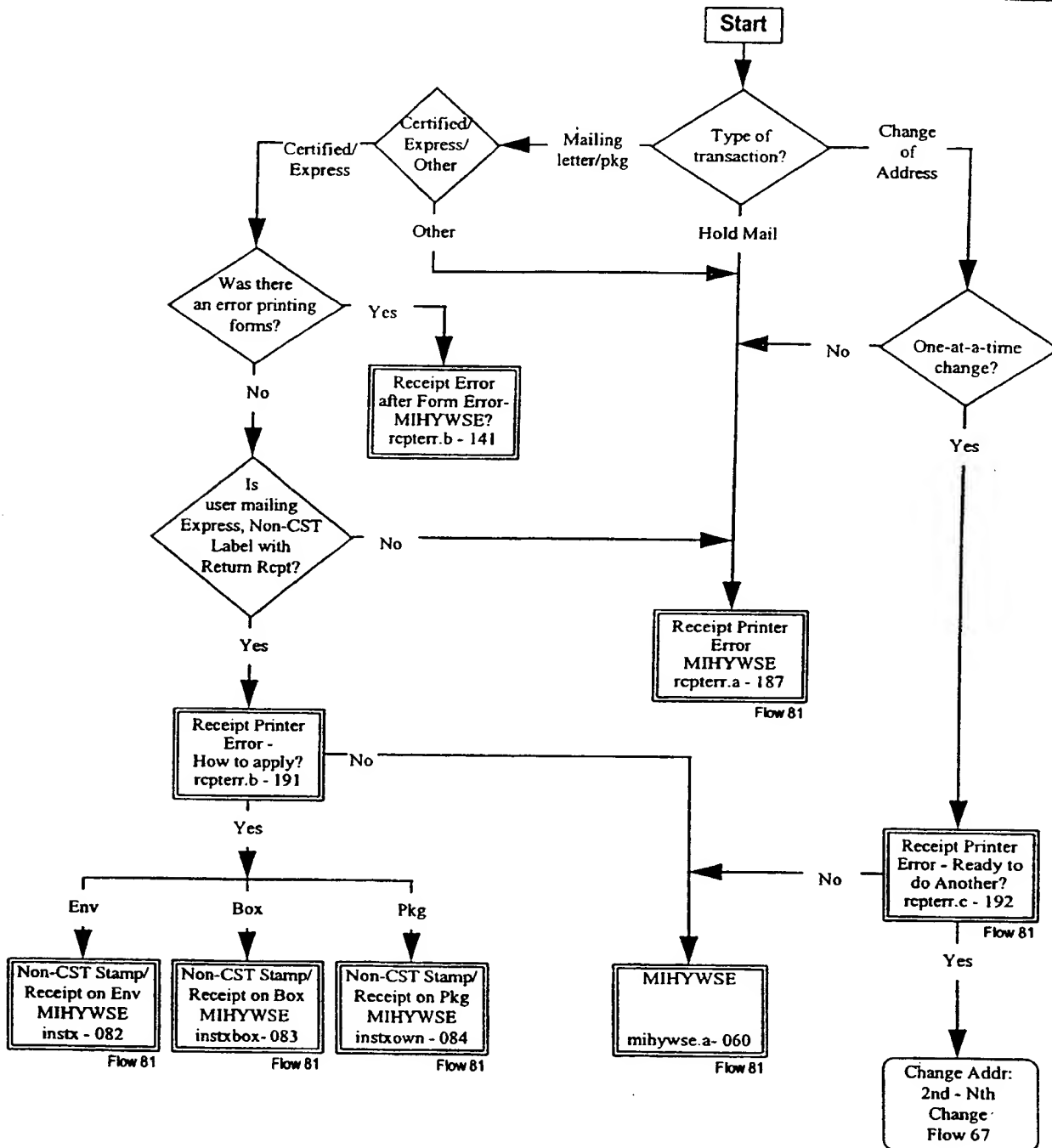
Source Flows: 26, 27, 28, 47, 76

Print Receipt - Flow 24

Fig 66
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Source Flows: 24, 56, 65, 66

Receipt Printer Errors - Flow 25



Source Flows: 5, 7, 8, 10, 29

Conclude First Class/Priority/Parcel/Postcard - Flow 26

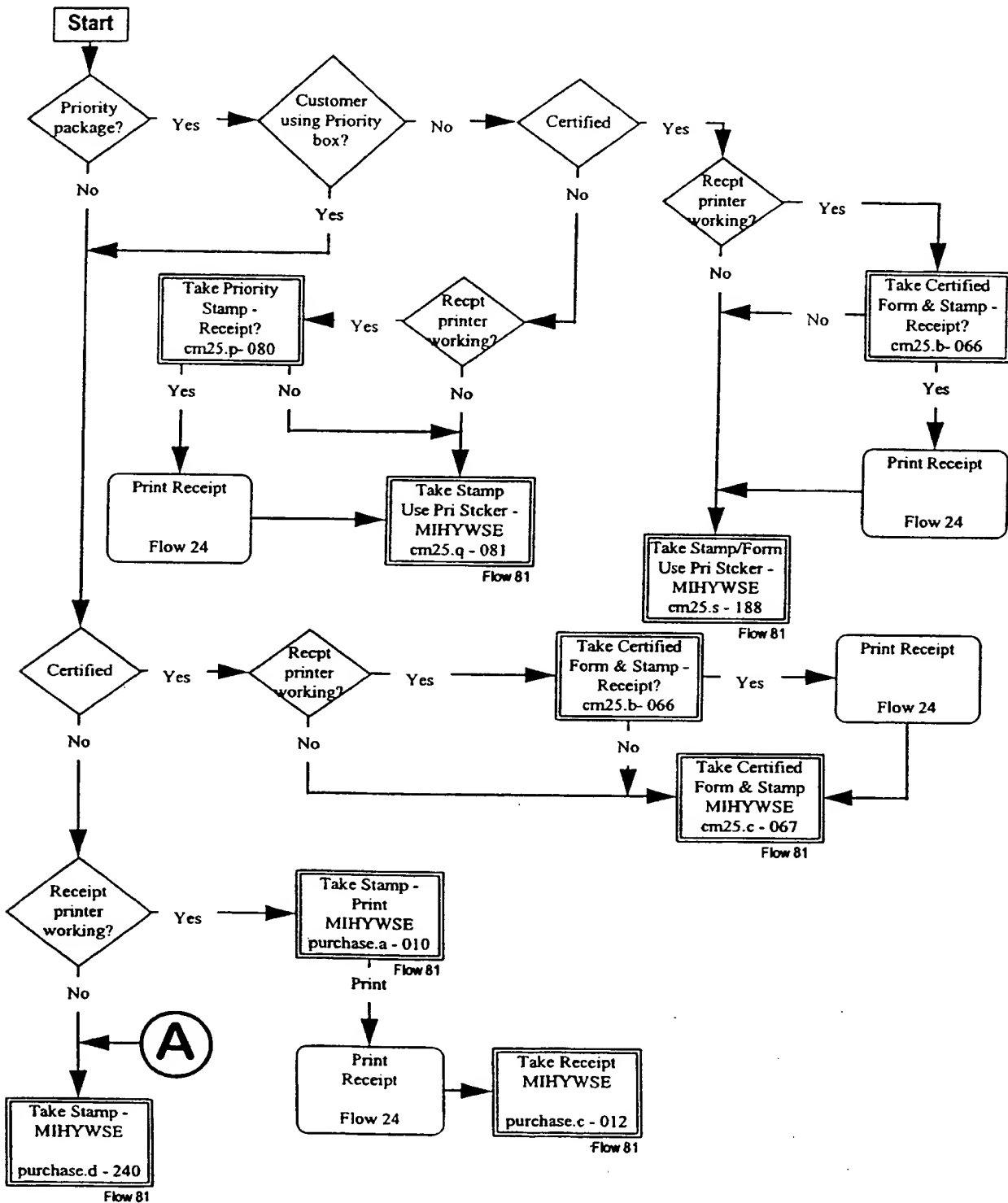
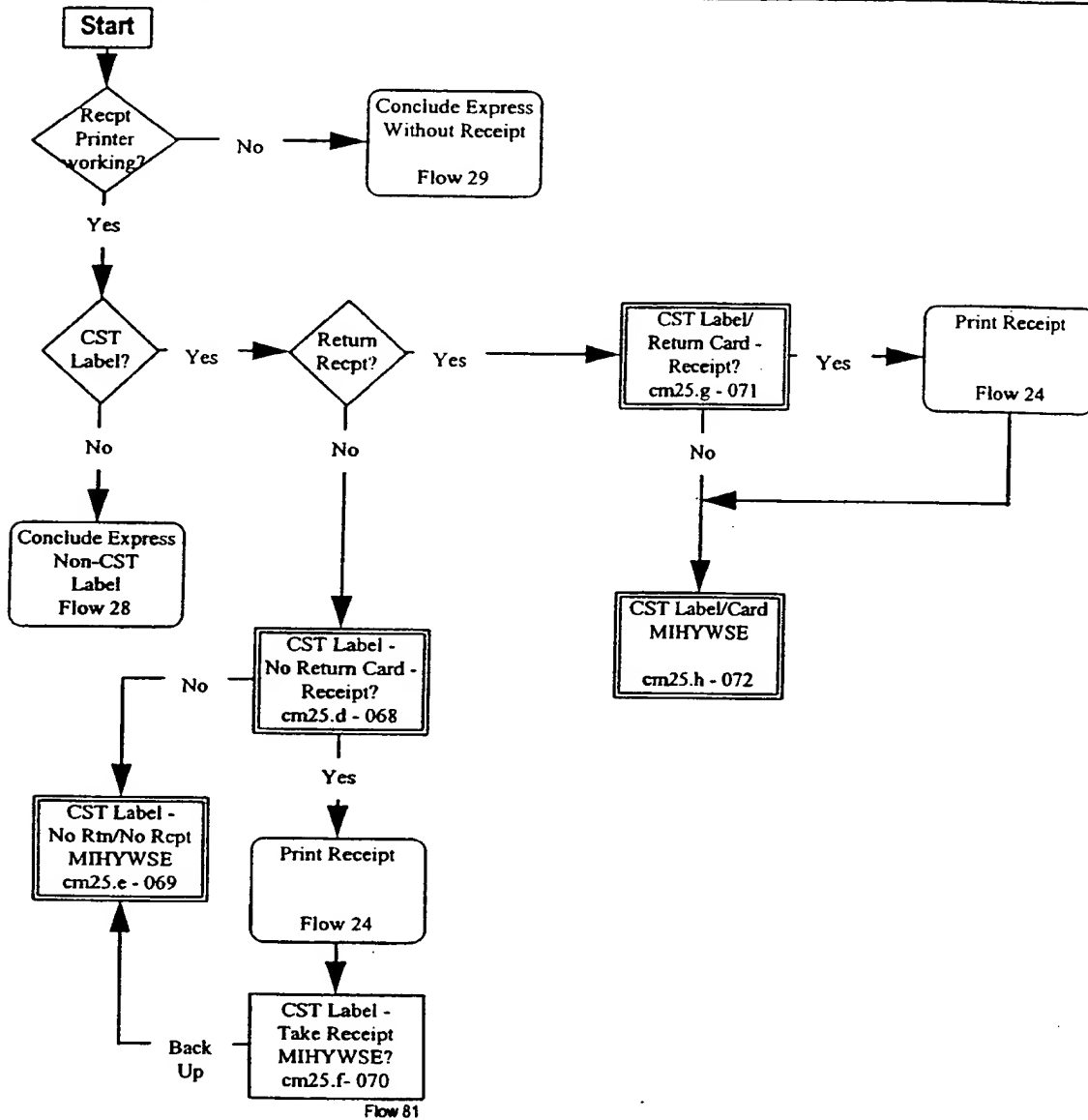


Fig 68 68/363

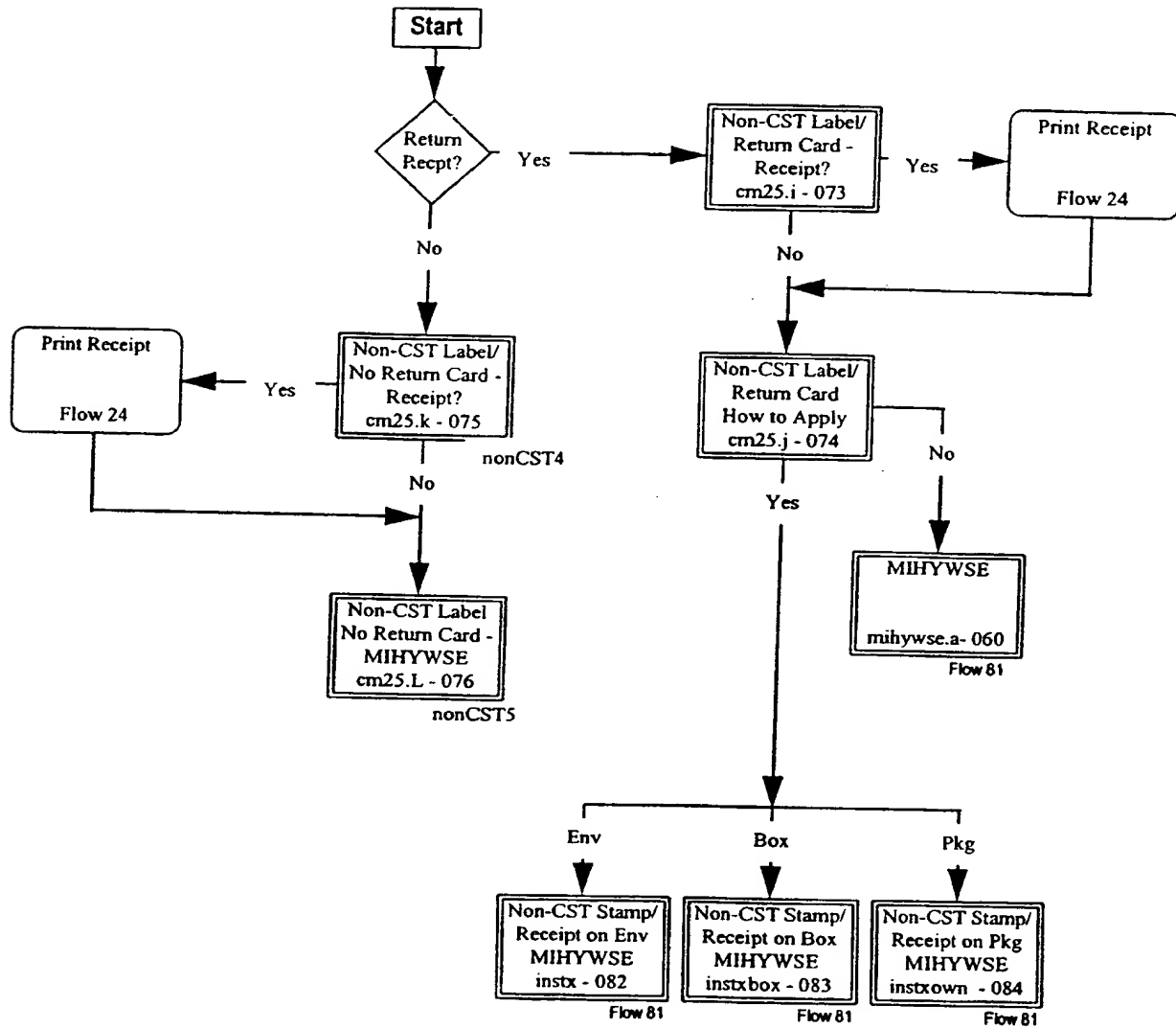
Source Flows: 11

Conclude Express - Flow 27

Fig 69
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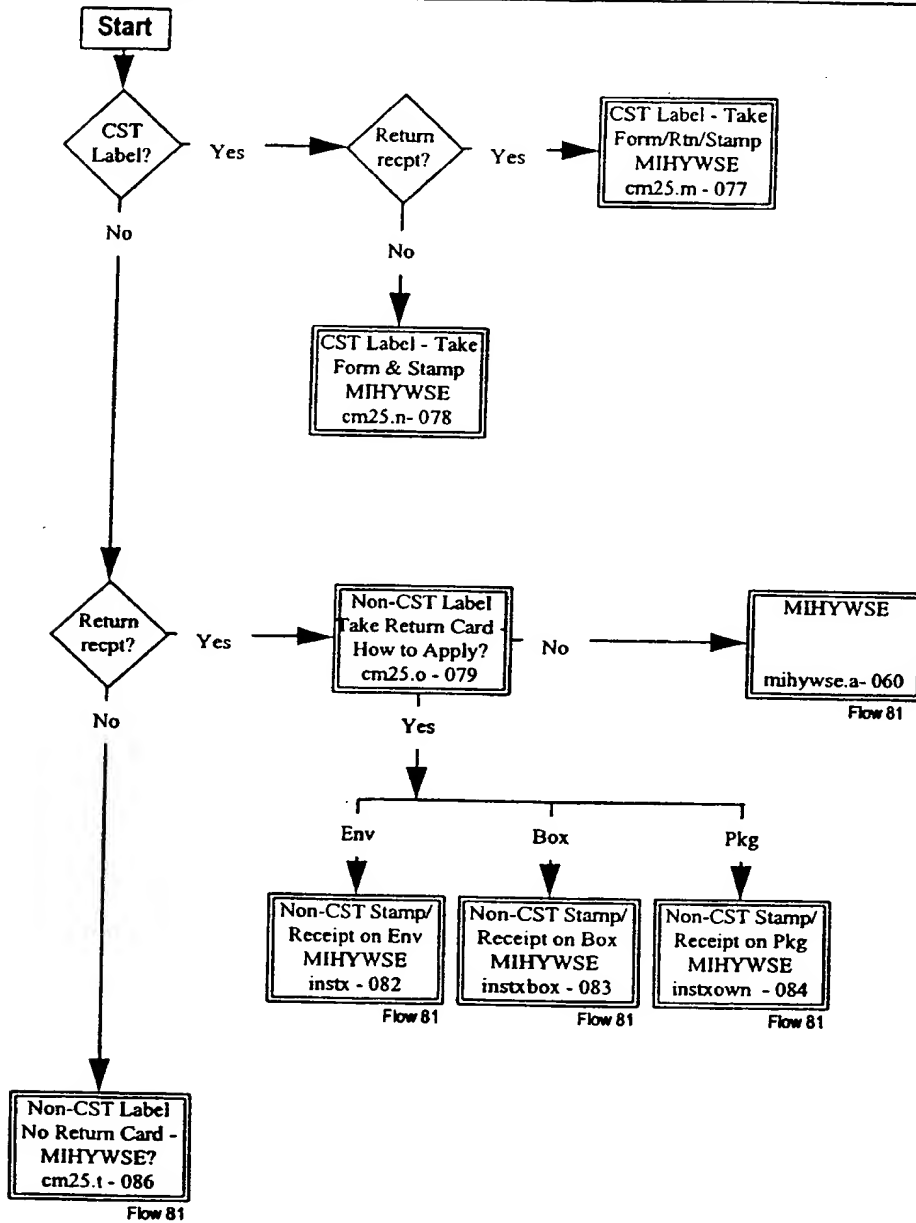
Source Flows: 27

Conclude Express - Non-CST Label - Flow 28

Fig 70
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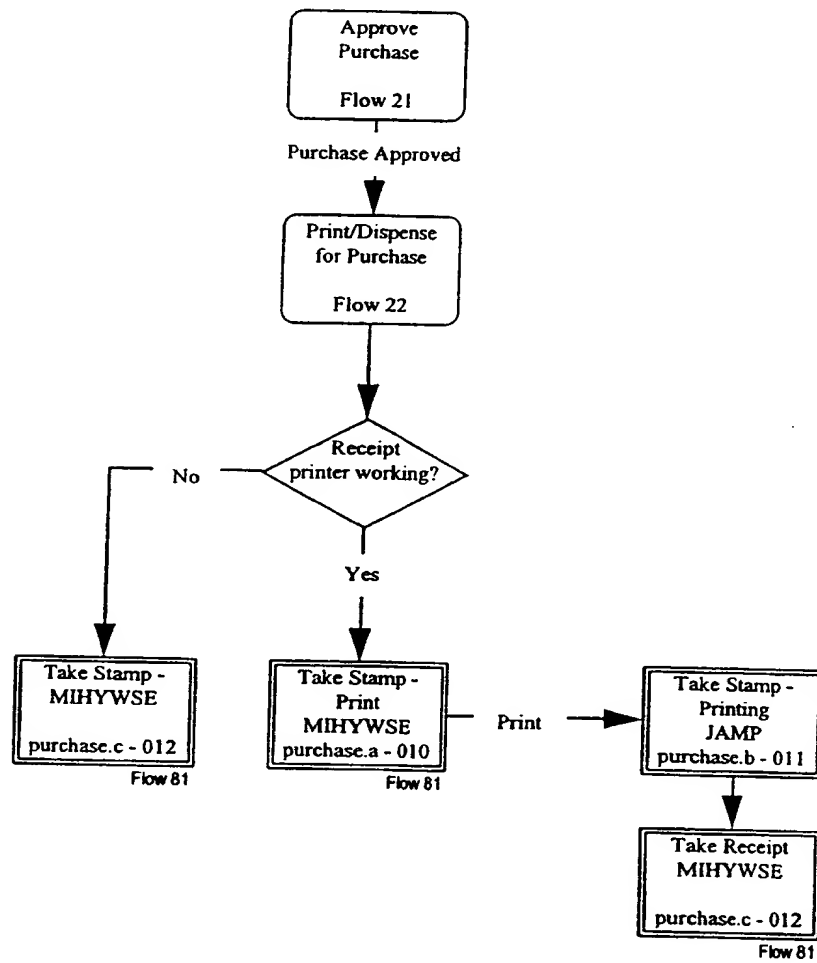
Source Flows: 27

Conclude Express Without Receipt - Flow 29

Fig 71
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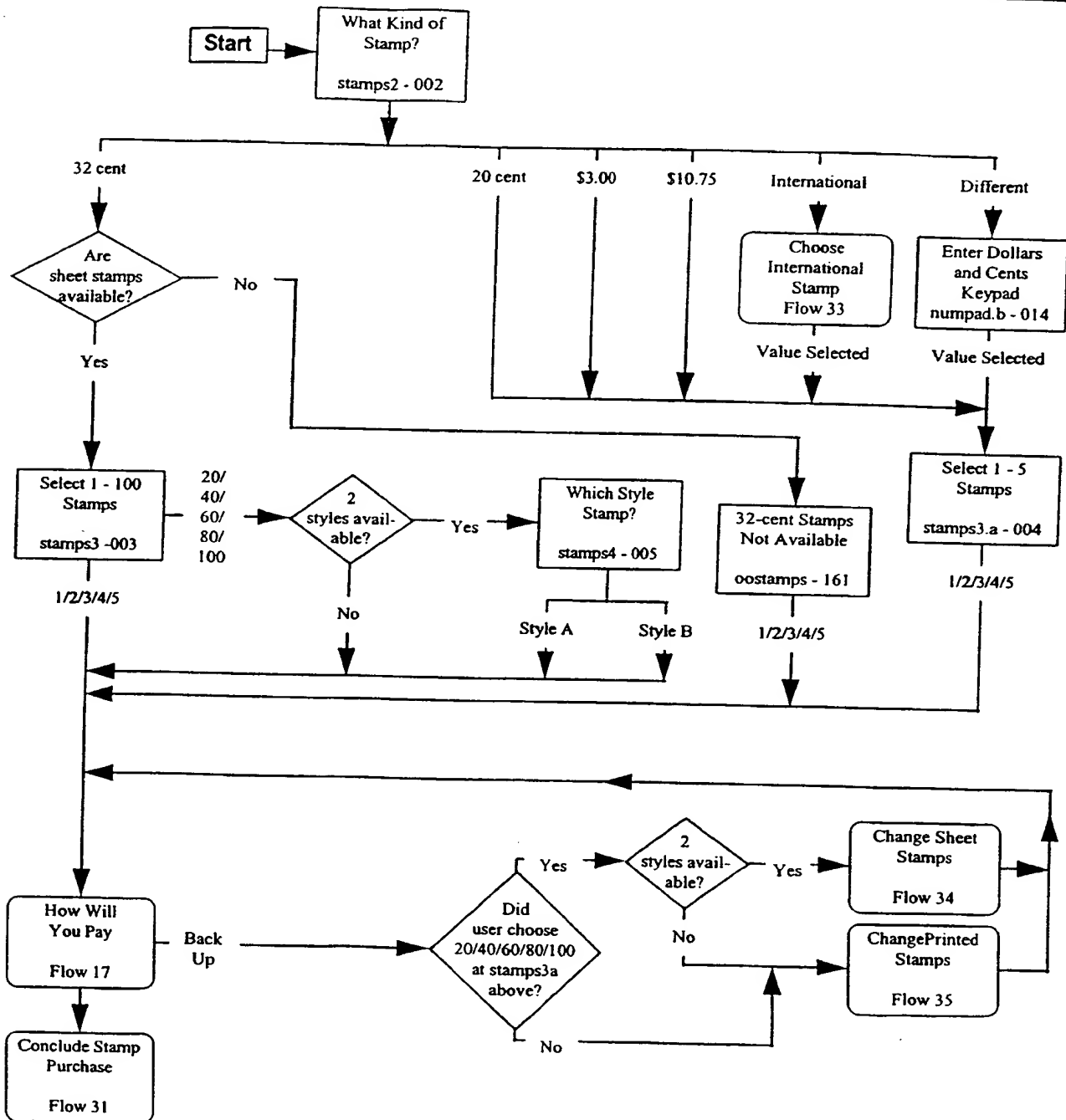
Source Flows: 30, 32

Conclude Stamp Purchase - Flow 31

Fig 72
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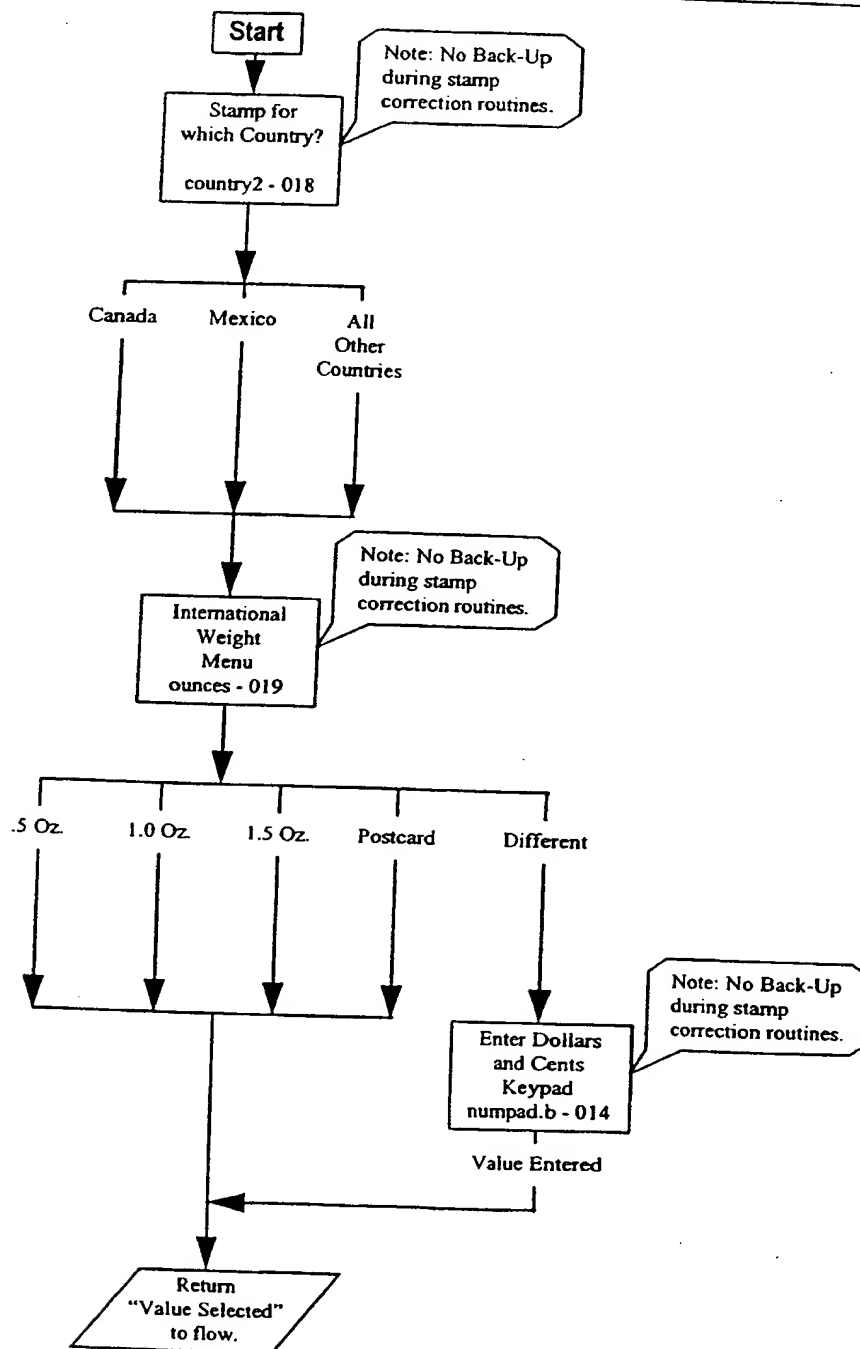
Source Flows: 2

Buy Stamps - Flow 30



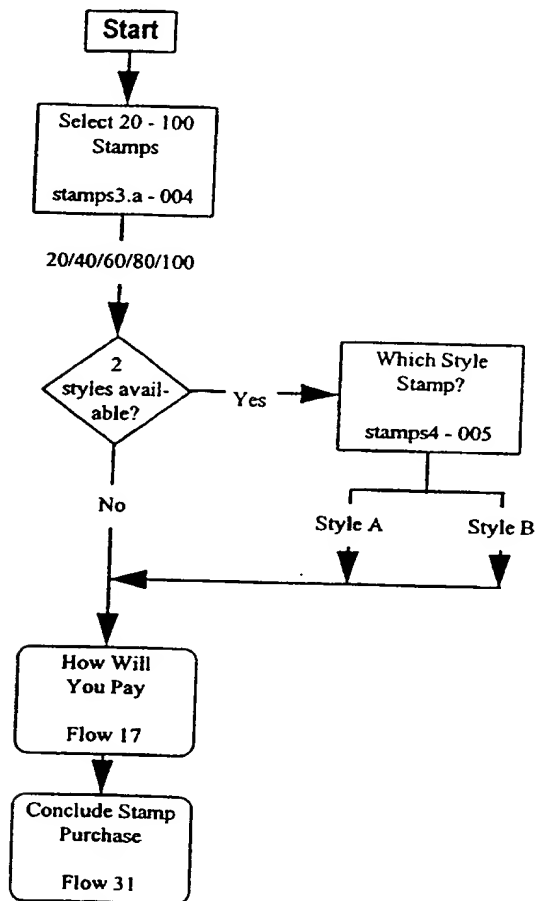
Source Flows: 30, 34, 35

Choose International Stamp- Flow 33

Fig 74
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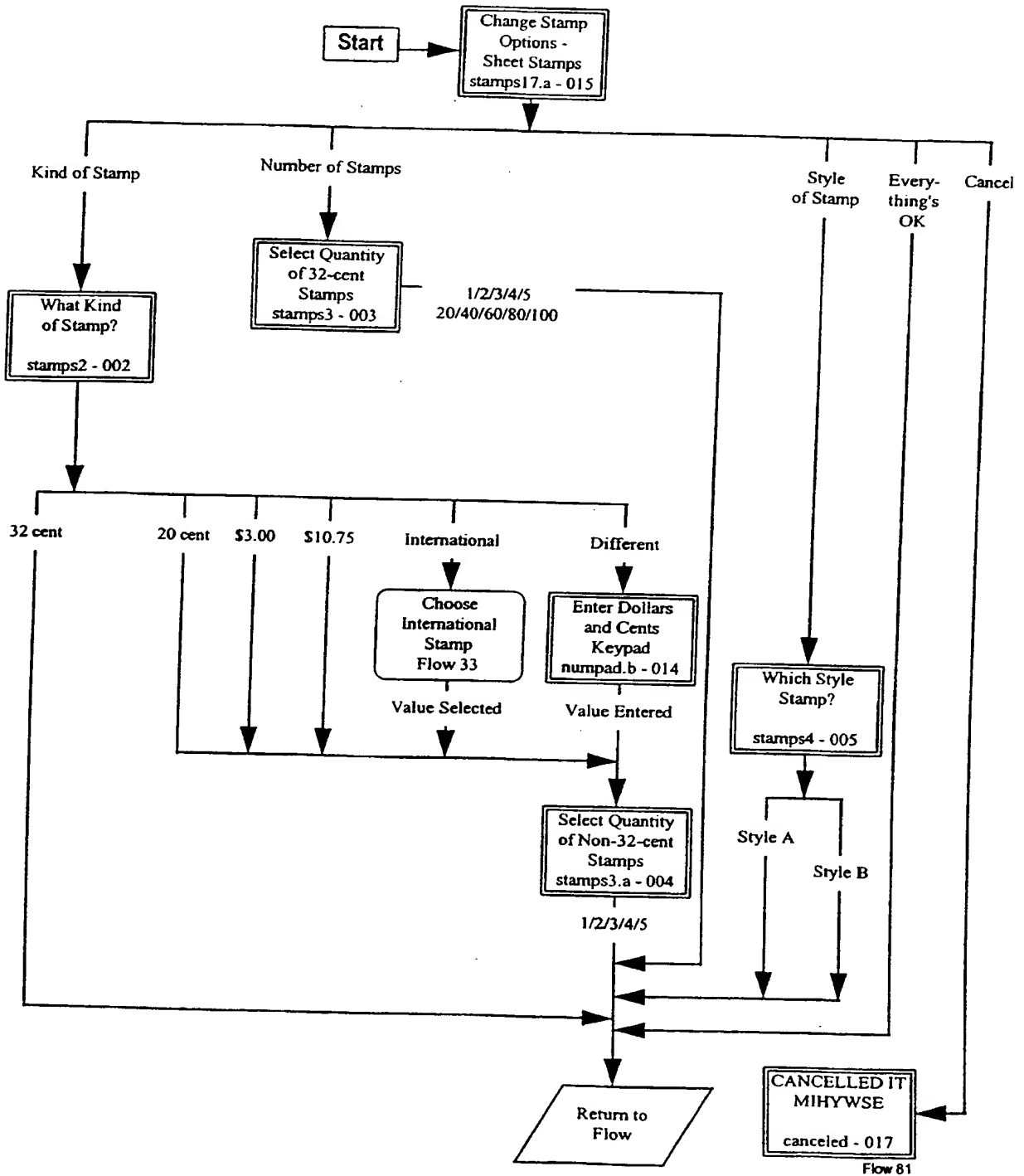
Source Flows: 2

Buy Stamps 32-cent Only - Flow 32

Fig 75
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Source Flows: 30

Change Sheet Stamps - Flow 34

Fig 76
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Source Flows: 30

Change Printed Stamps - Flow 35

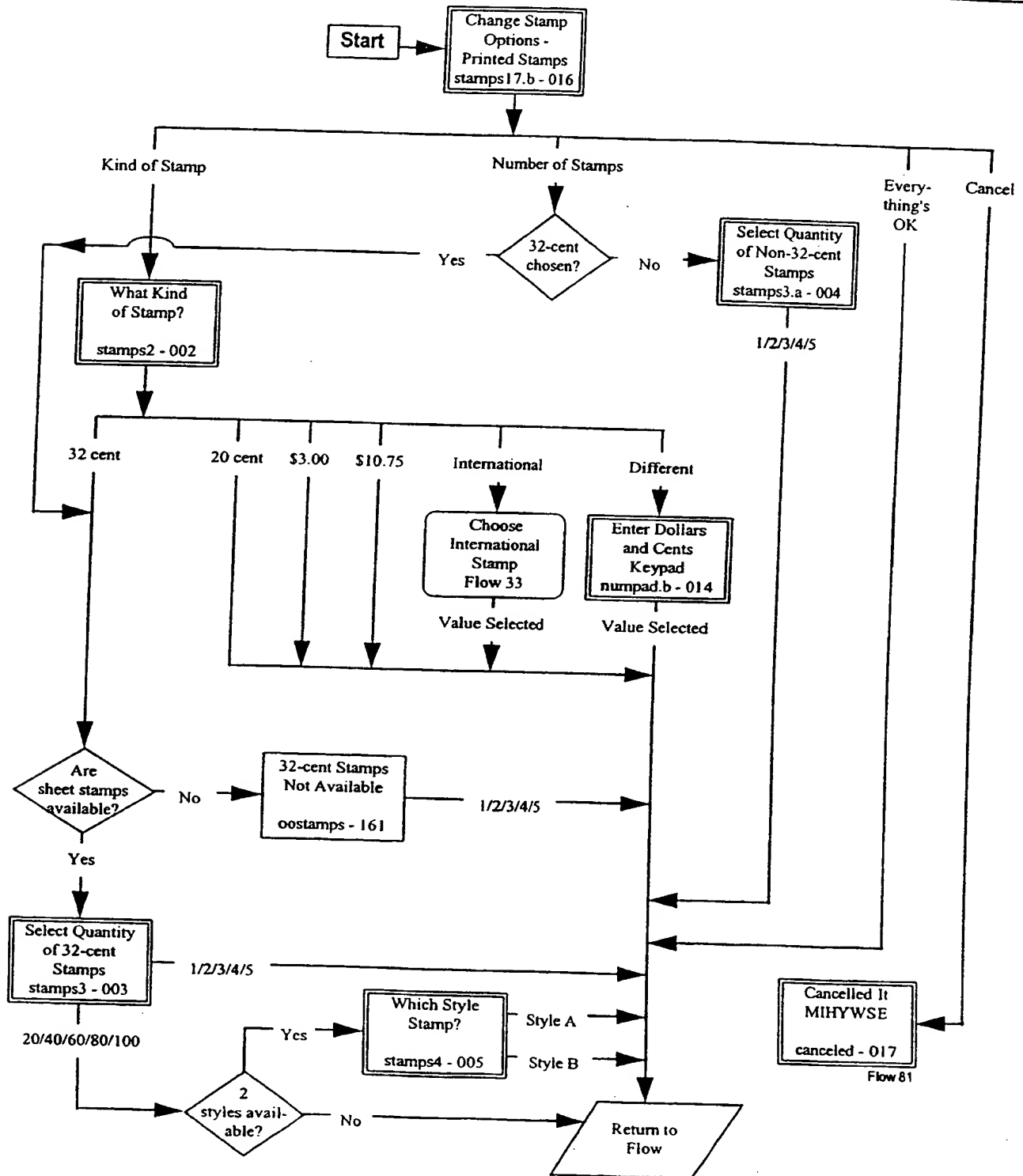
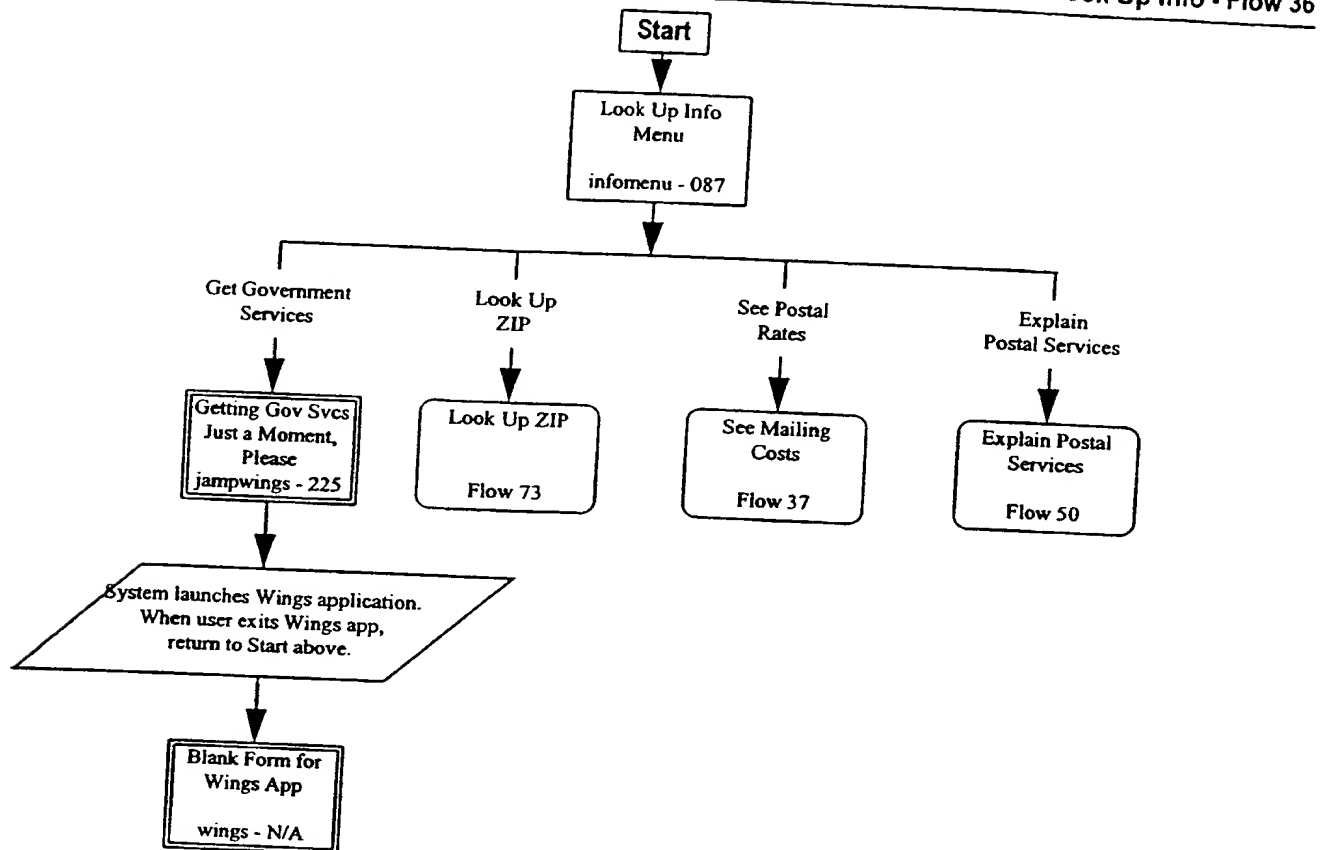


Fig 77/363

Source Flows: 2

Look Up Info - Flow 36

Fig 78
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Source Flows: 3, 36

See Mailing Costs - Flow 37

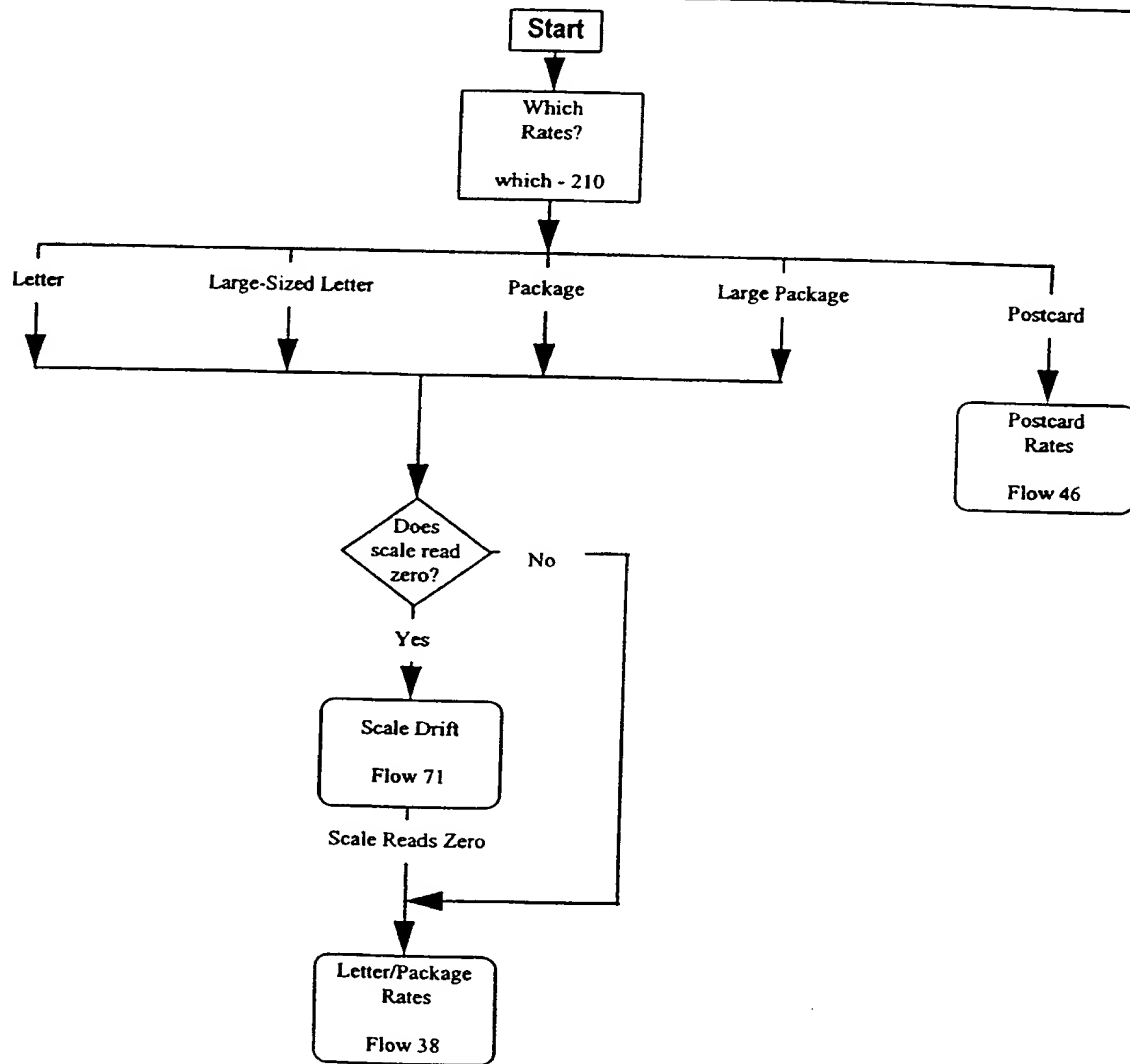


Fig 79

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Source Flows: 37

Letter/Package Rates - Flow 38

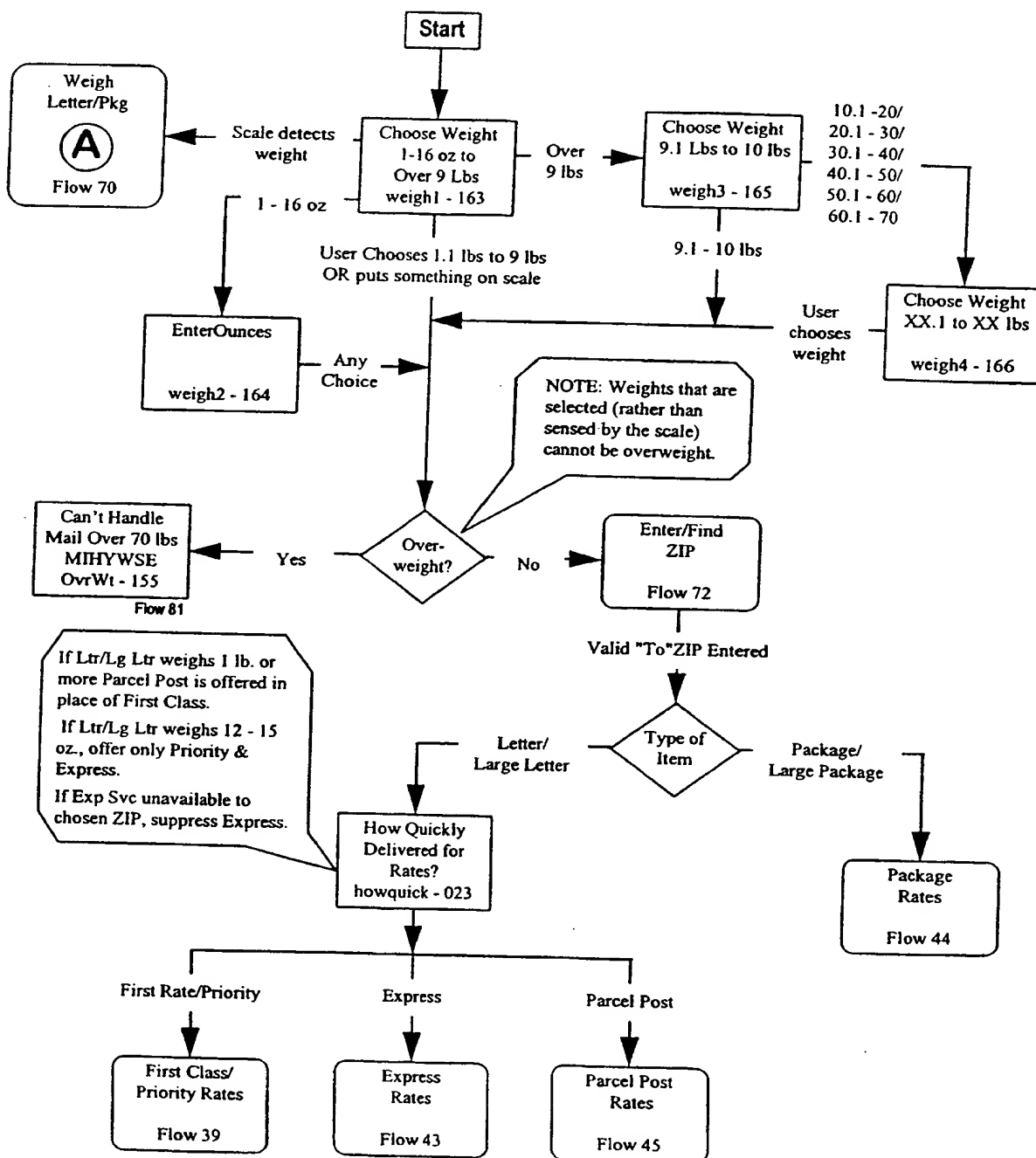


Fig. 80

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Source Flows: 38, 44, 45

First Class/Priority Rates - Flow 39

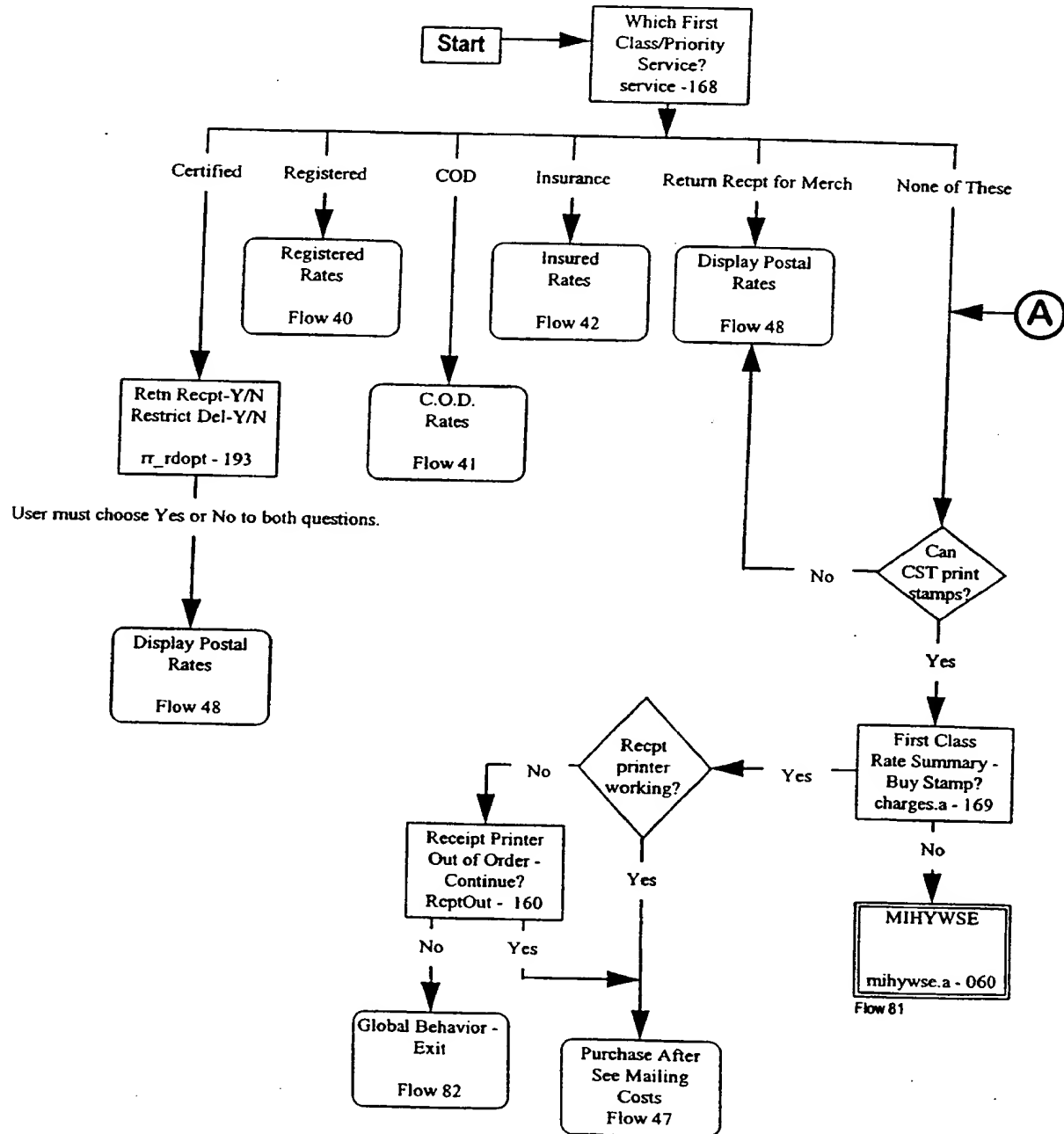


Fig 81

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Source Flows: 39

Registered Rates - Flow 40

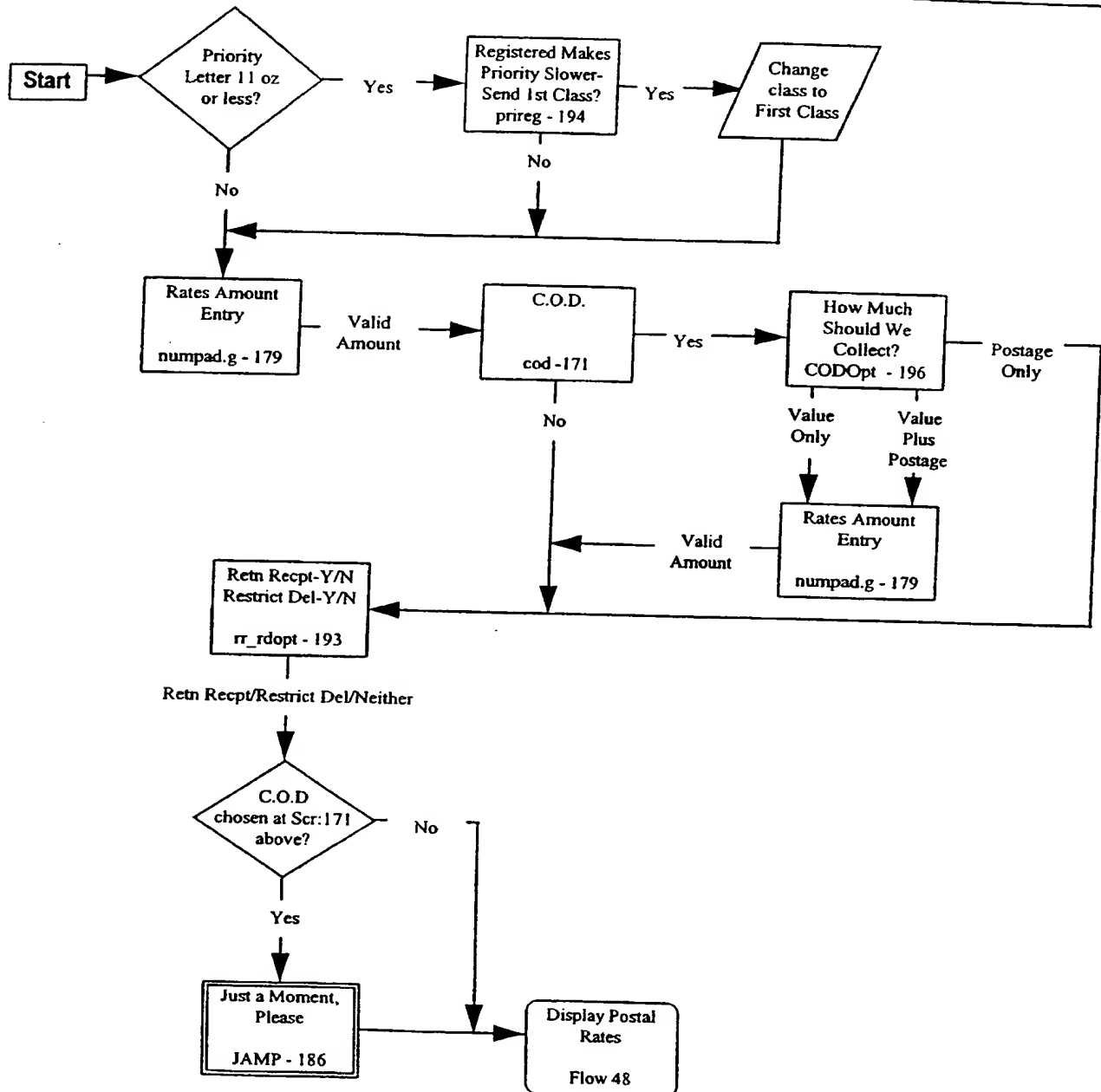


Fig. 82
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Source Flows: 39, 45

C.O.D. Rates - Flow 41

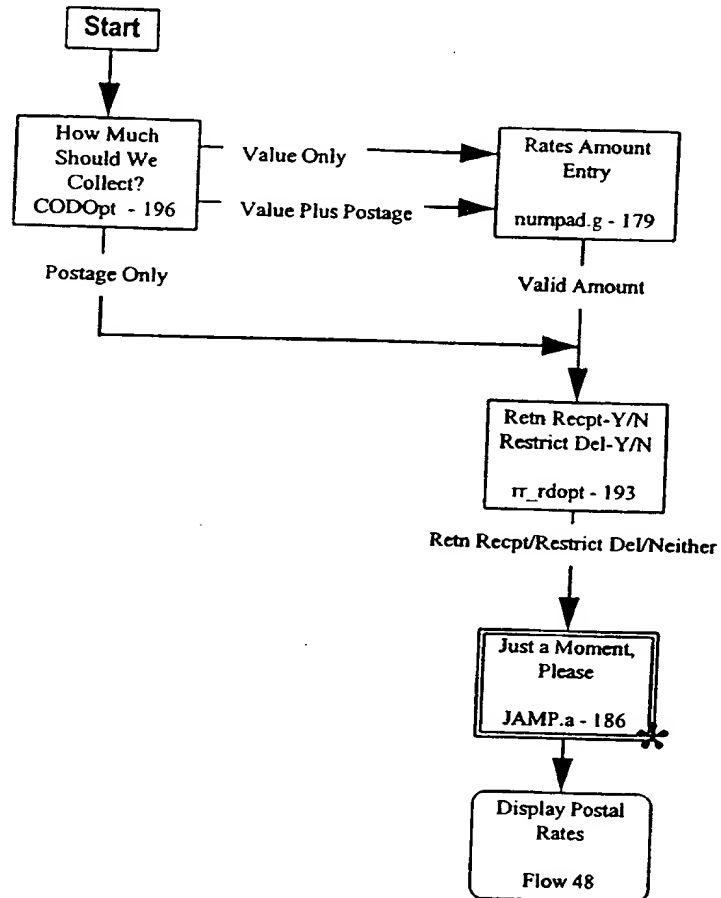


Fig 83

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Source Flows: 39, 45

Insured Rates - Flow 42

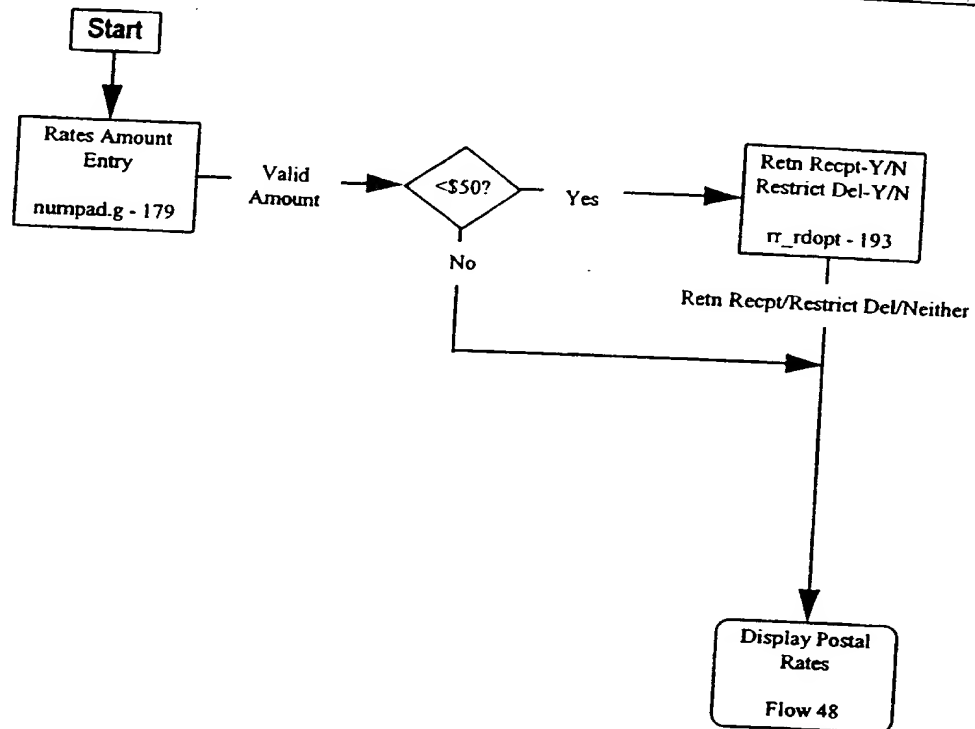


Fig. 84
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Source Flows: 38, 44

Express Rates - Flow 43

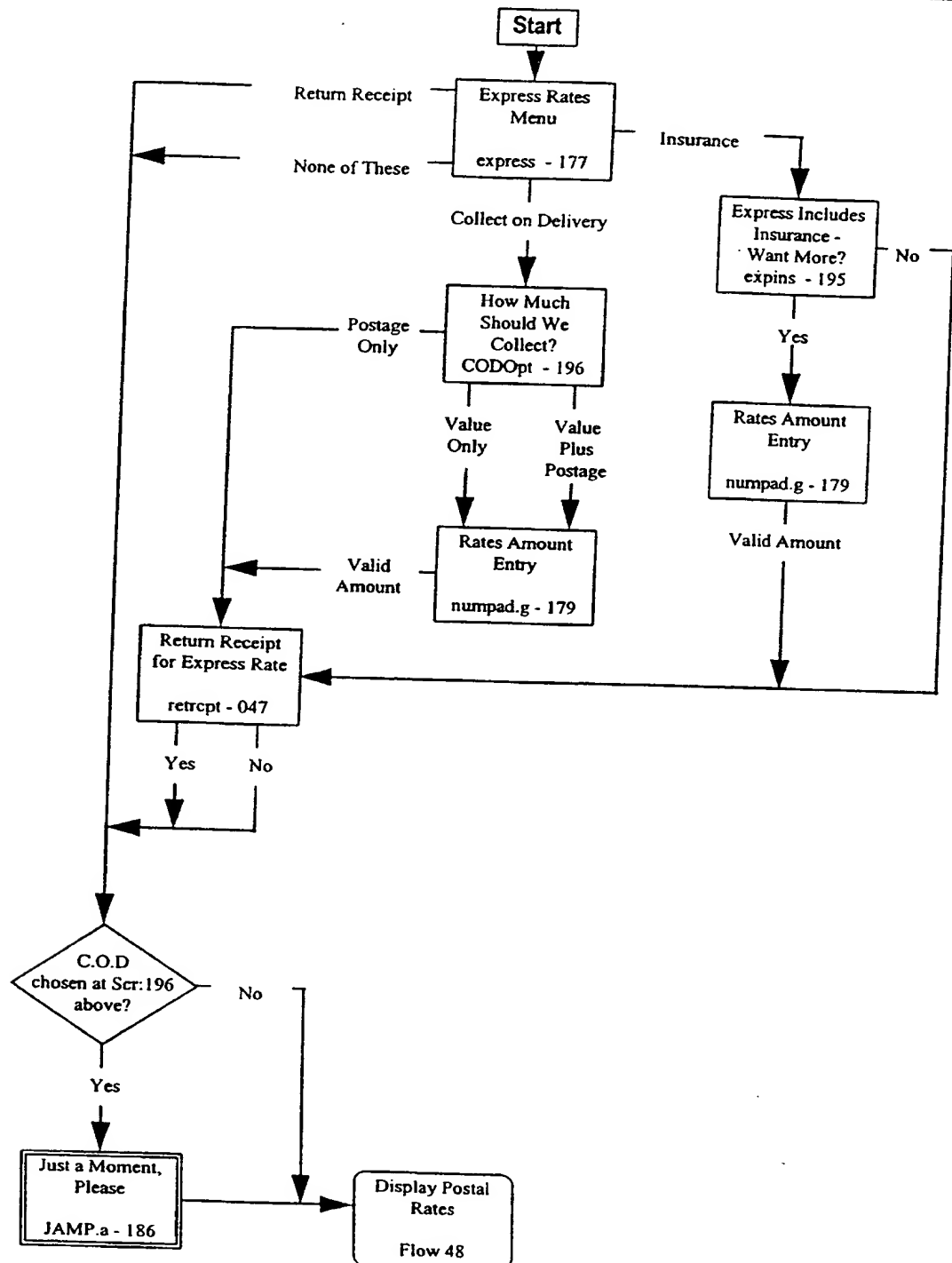
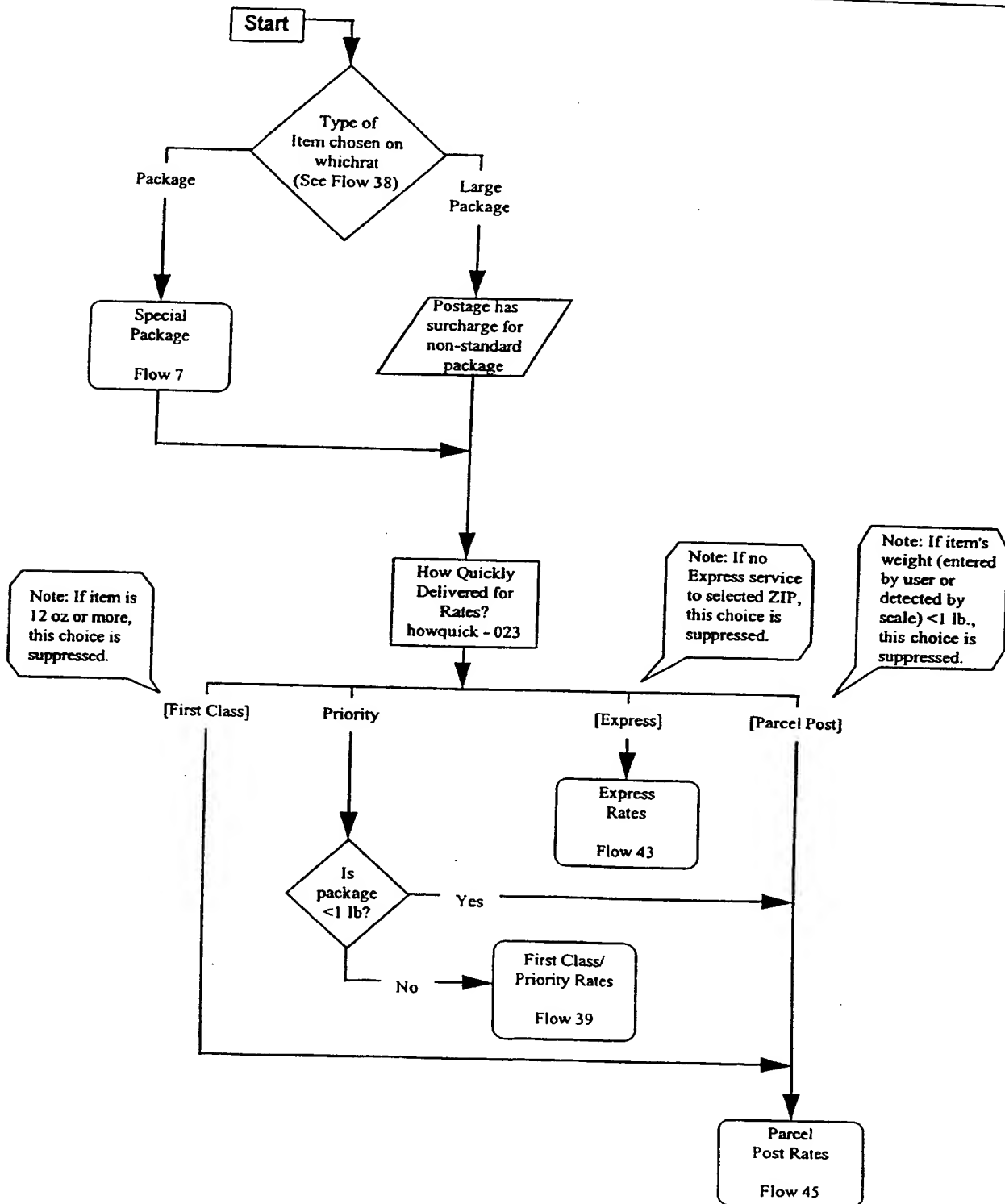


Fig. 85

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Source Flows: 38

Package Rates - Flow 44

Fig. 86
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Source Flows: 38, 44

Parcel Post Rates - Flow 45

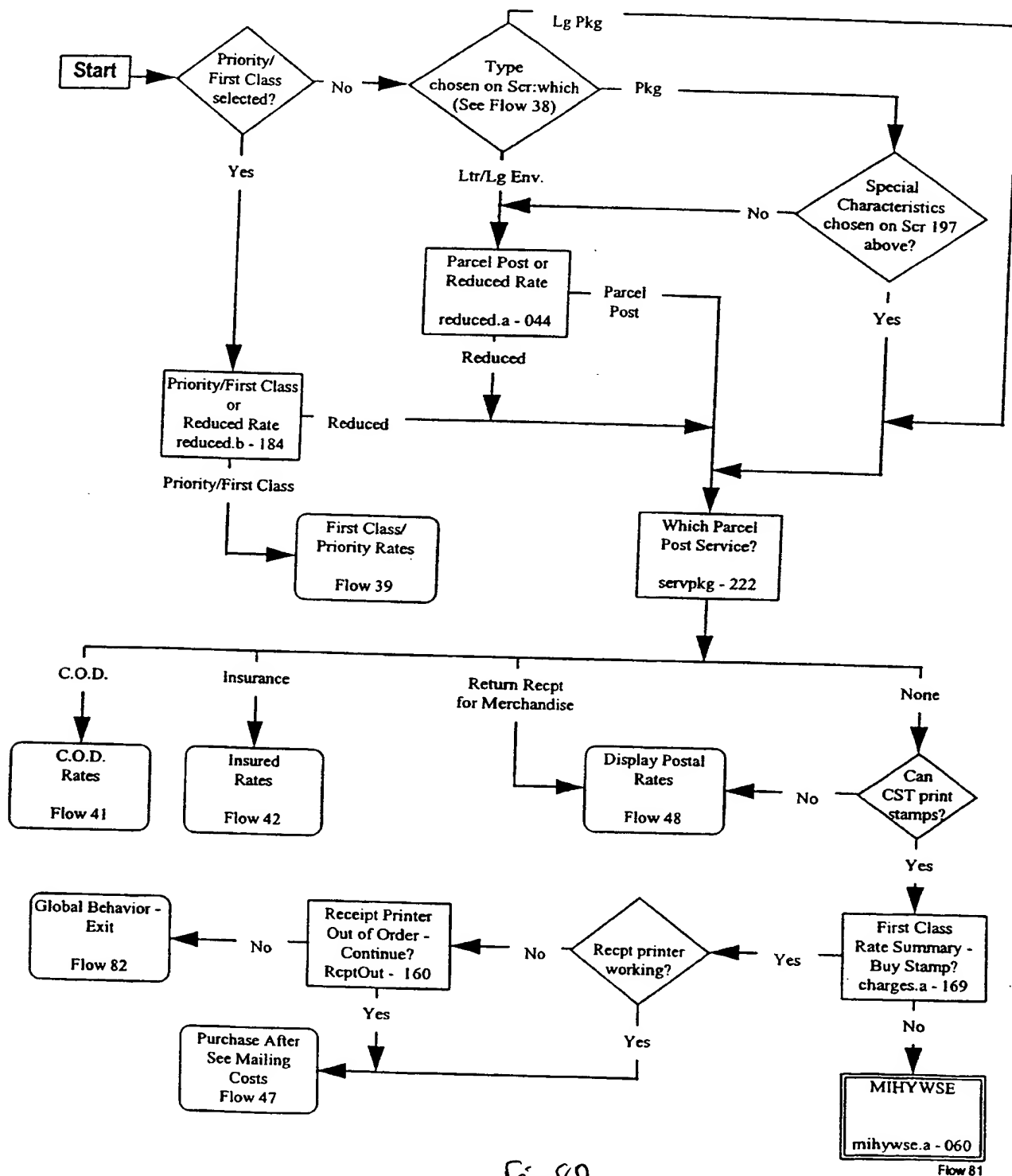


Fig 89

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Source Flows: 37

Postcard Rates - Flow 46

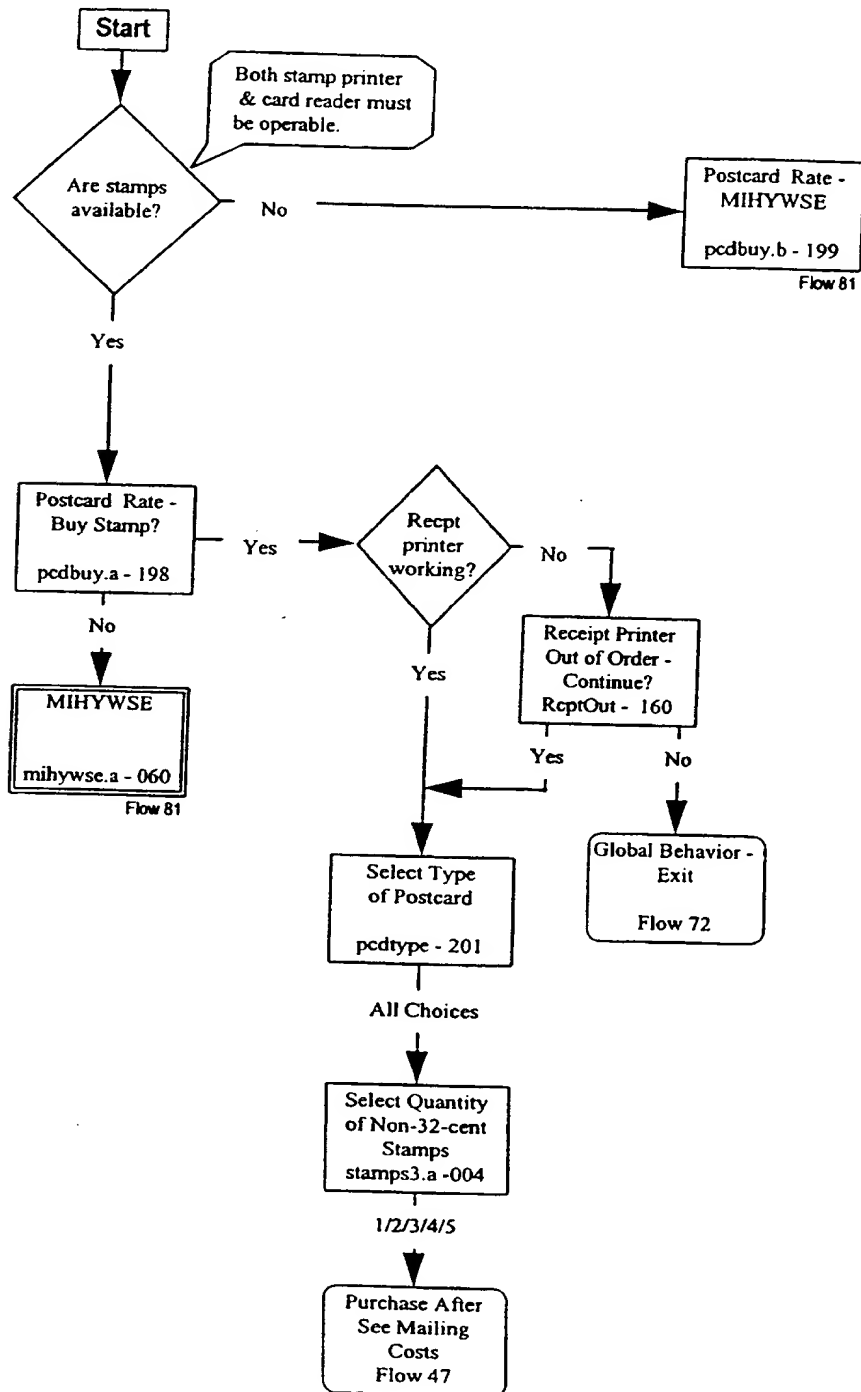


Fig 88

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Source Flows: 39, 45, 46

Purchase After See Mailing Costs - Flow 47

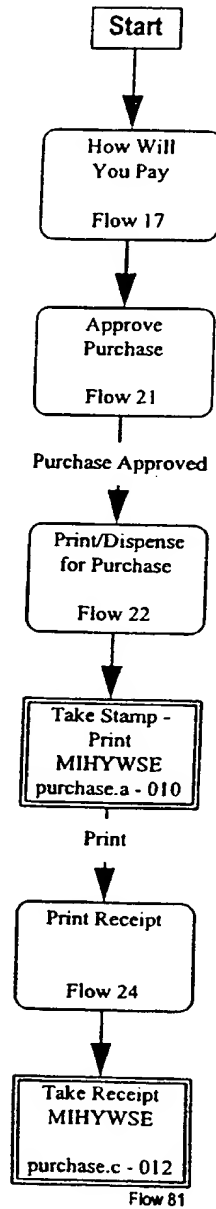
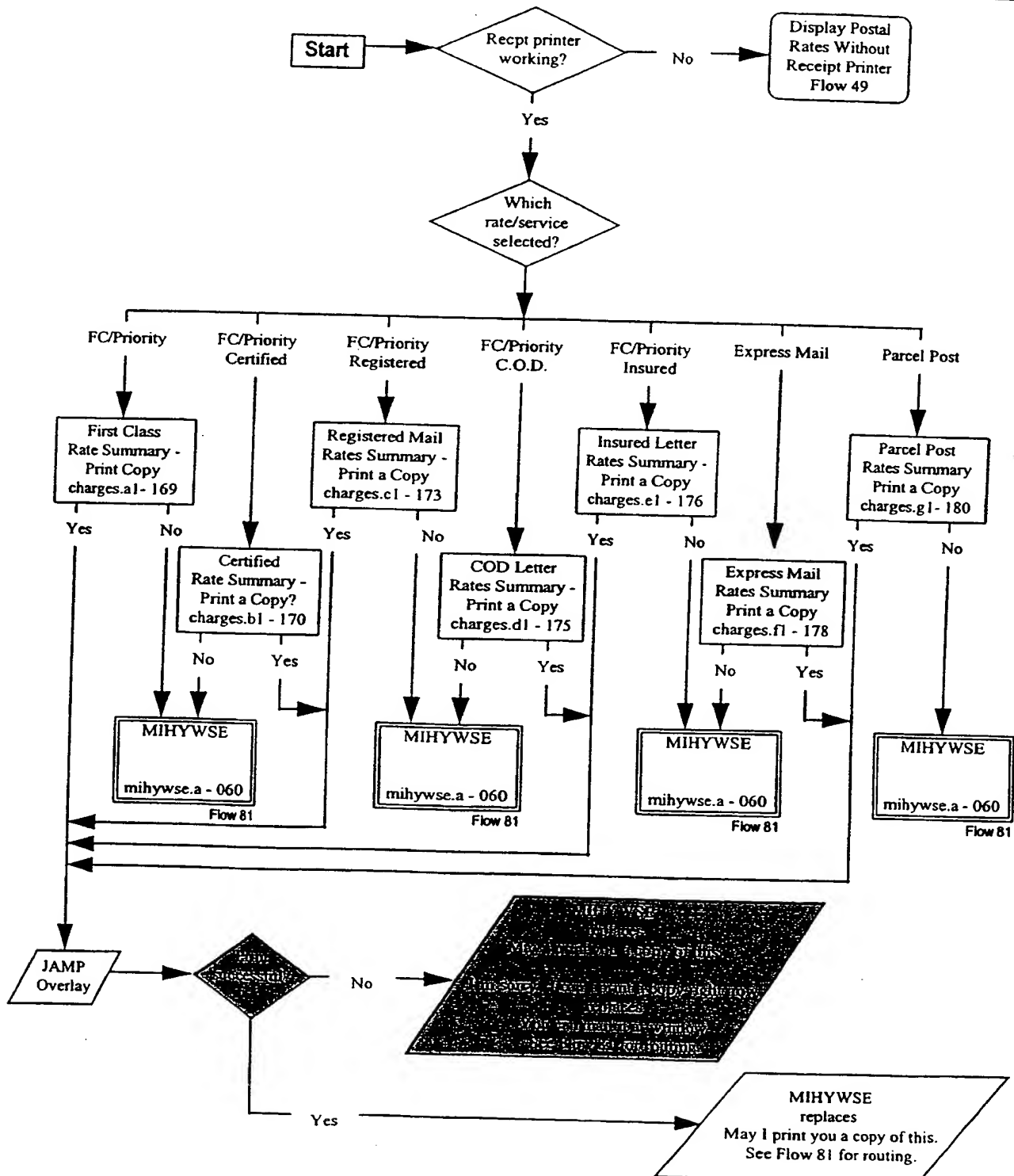


Fig 89

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Source Flows: 39, 40, 41, 42, 43, 45

Display Postal Rates - Flow 48

Fig 90
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Source Flows: 48

Display Postal Rates Without Receipt Printer - Flow 49

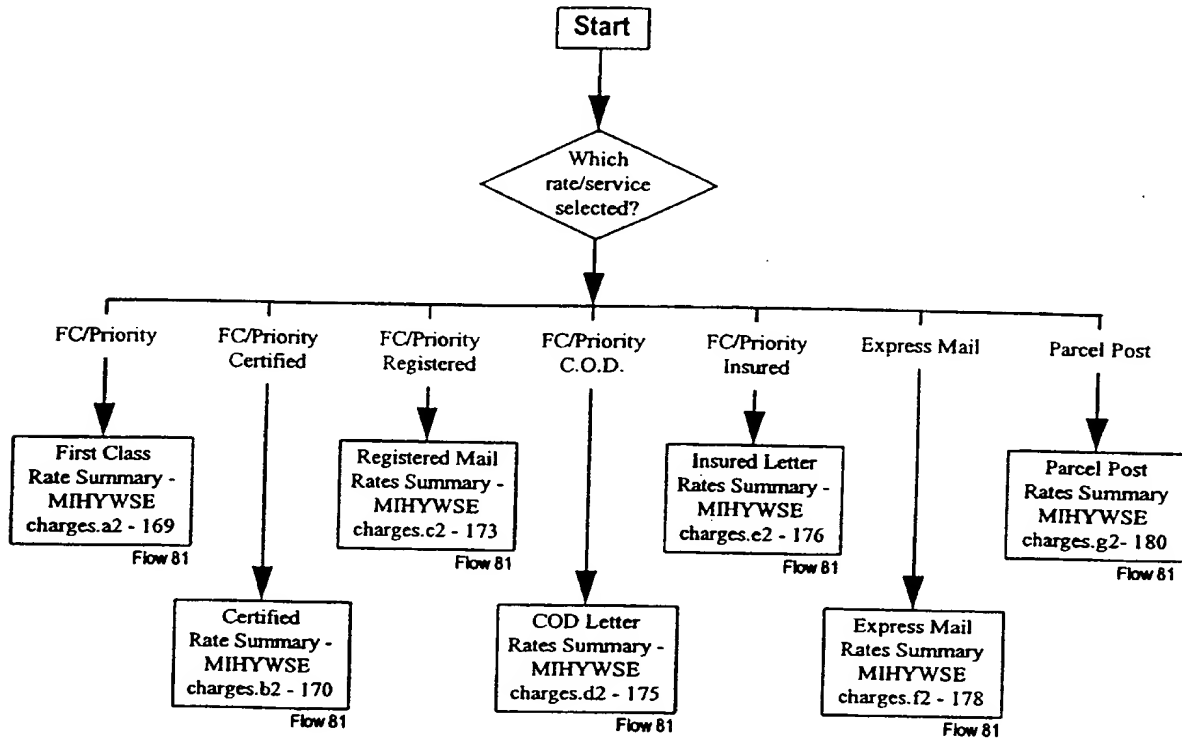
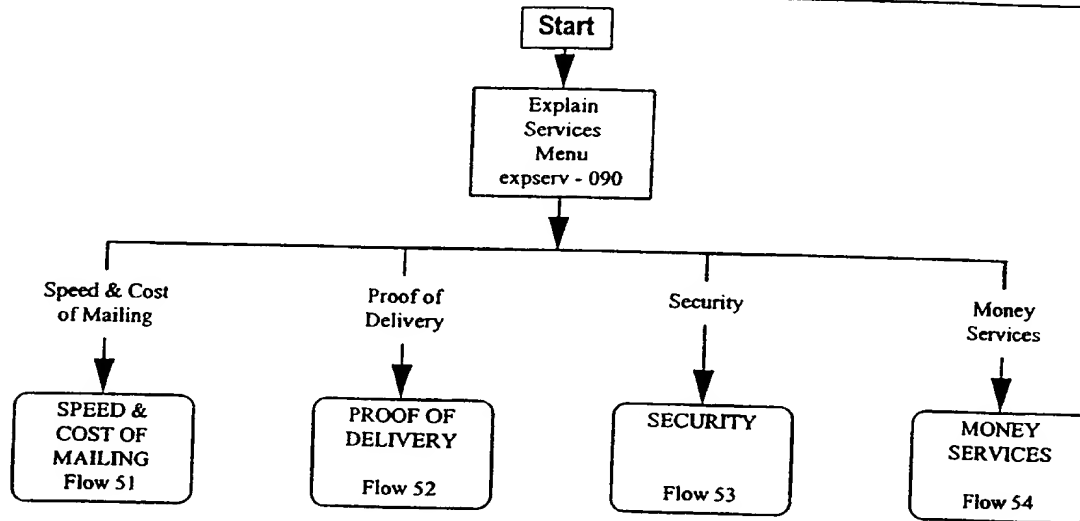


Fig 91

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Source Flows: 3, 36, 52, 53, 54

Explain Postal Services - Flow 50

Fig 92
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Source Flows: 50

Speed & Cost of Mailing - Flow 51

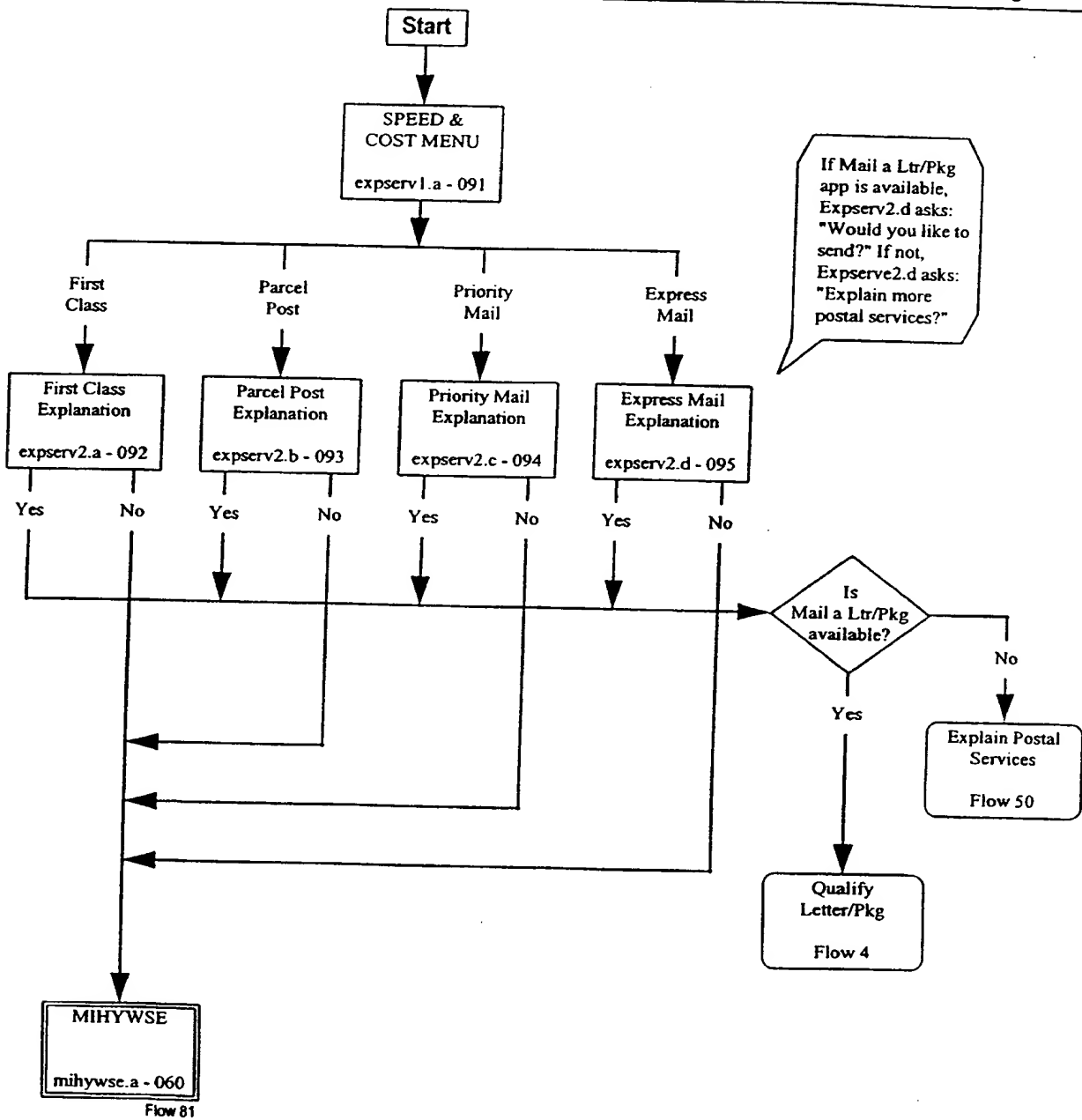


Fig 93
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Source Flows: 50

Proof of Delivery - Flow 52

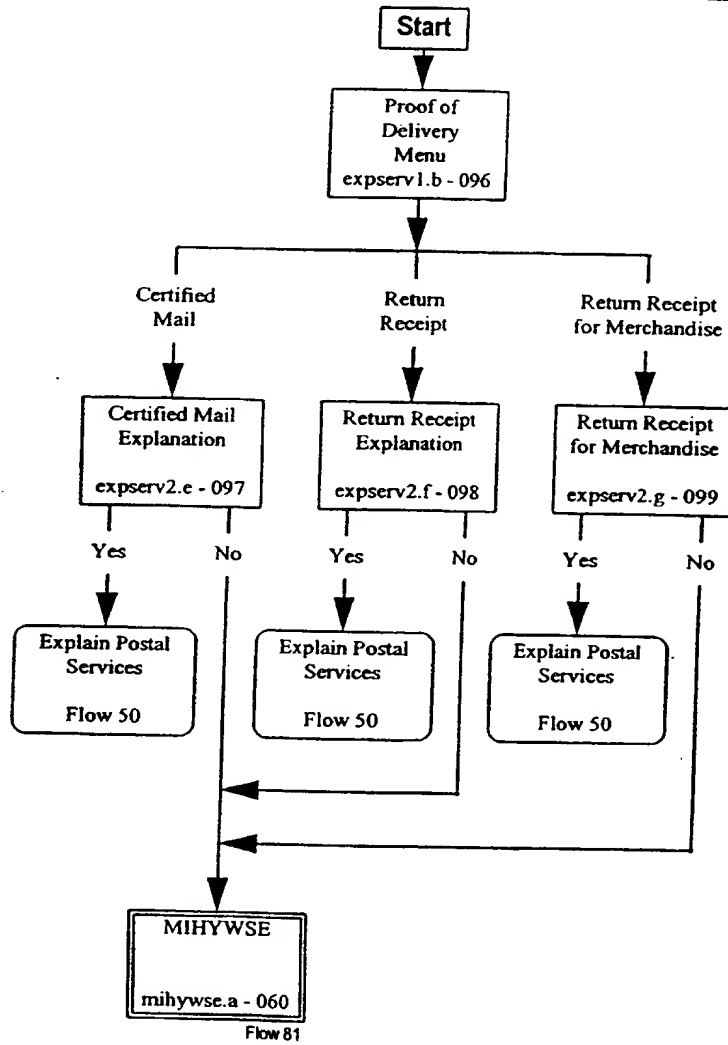


Fig. 94.
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Source Flows: 50

Security - Flow 53

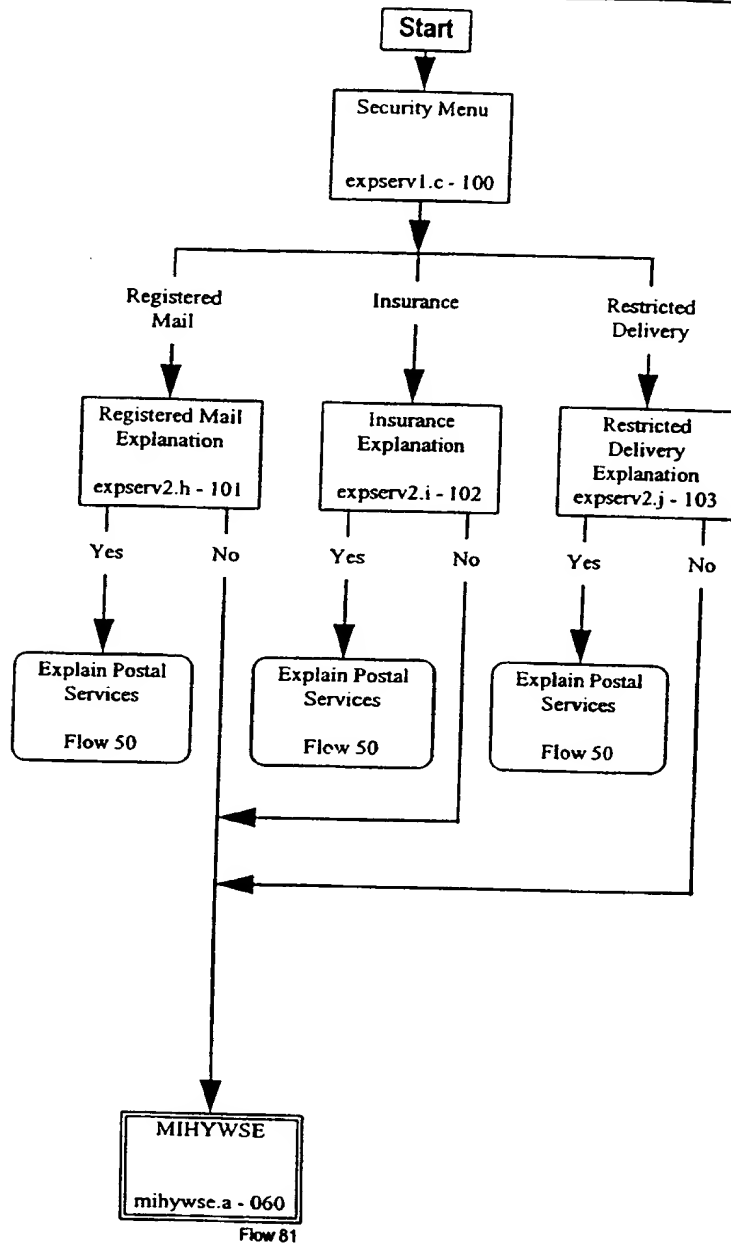


Fig 95
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Source Flows: 50

Money Services - Flow 54

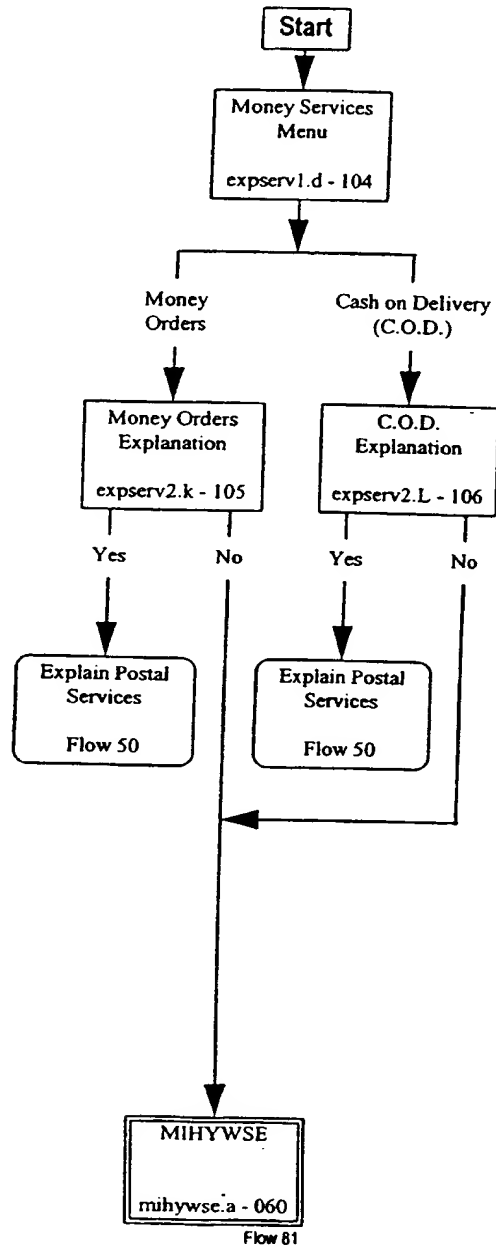
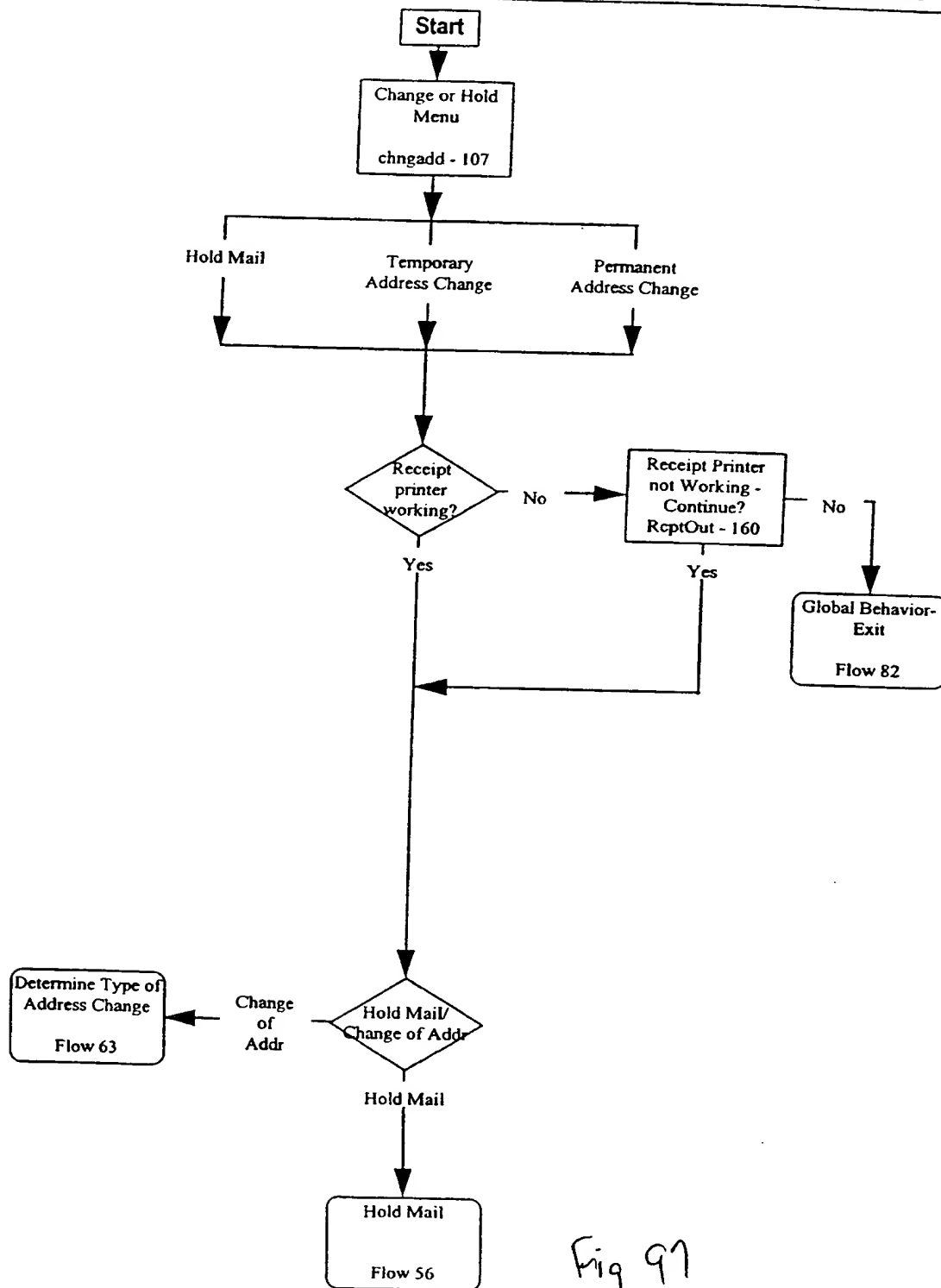


Fig 96

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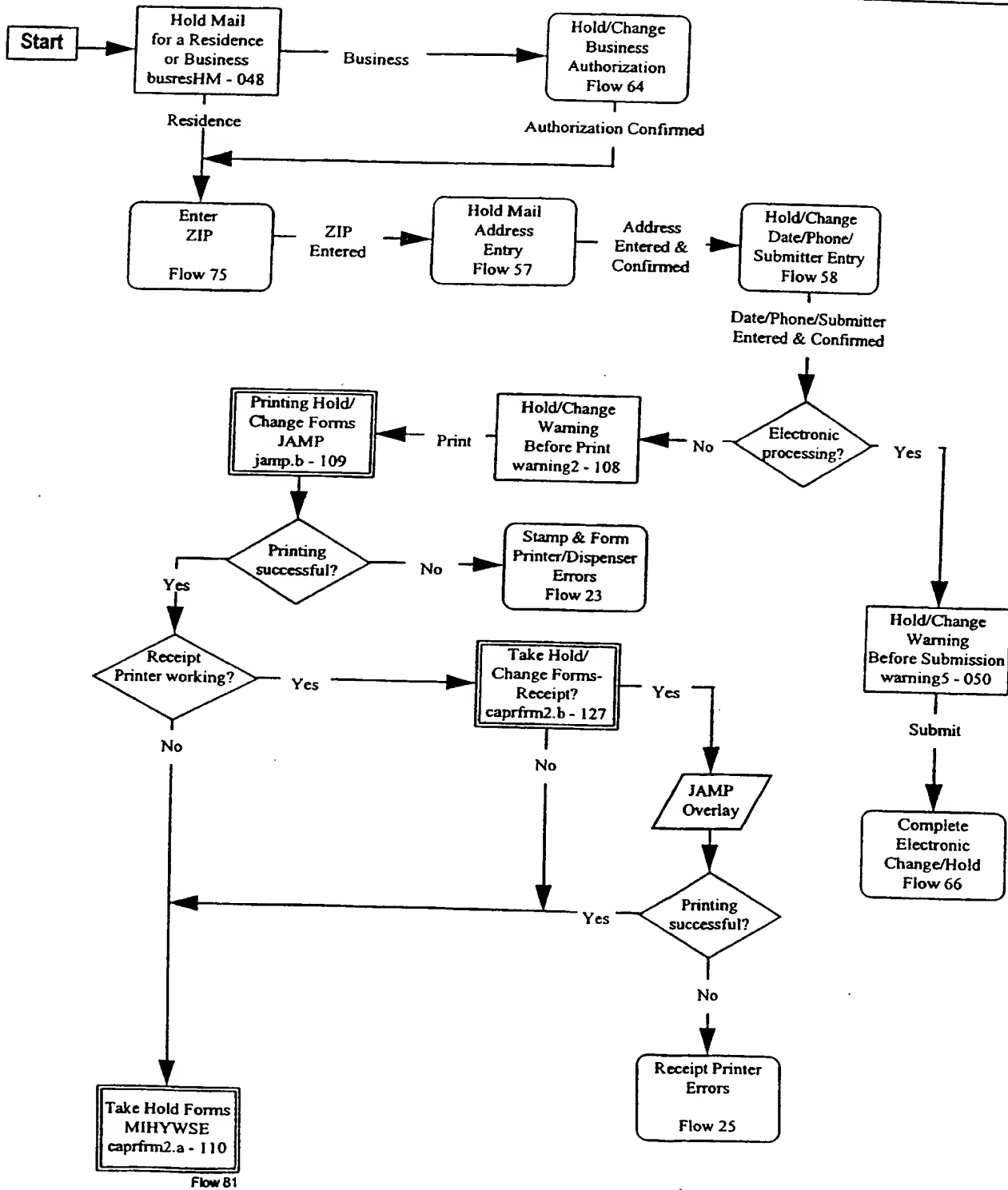
Source Flows: 2

Hold Mail or Change Address - Flow 55

Fig 97
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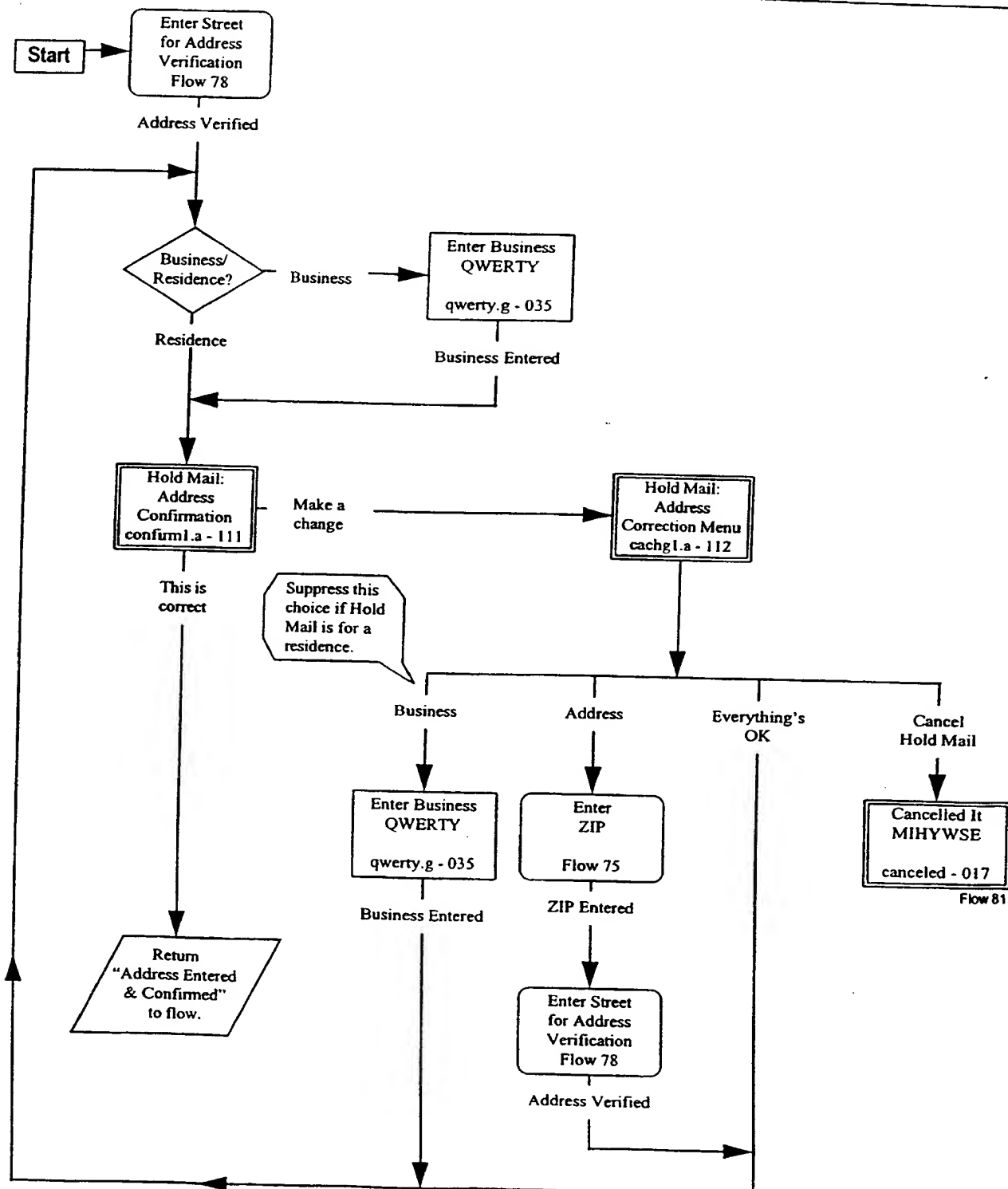
Source Flows: 55

Hold Mail - Flow 56

Fig 98
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Source Flows: 56

Hold Mail Address Entry - Flow 57



99/363 Fig 99

Source Flows: 56, 65

Hold/Change: Date/Phone/Submitter Entry - Flow 58

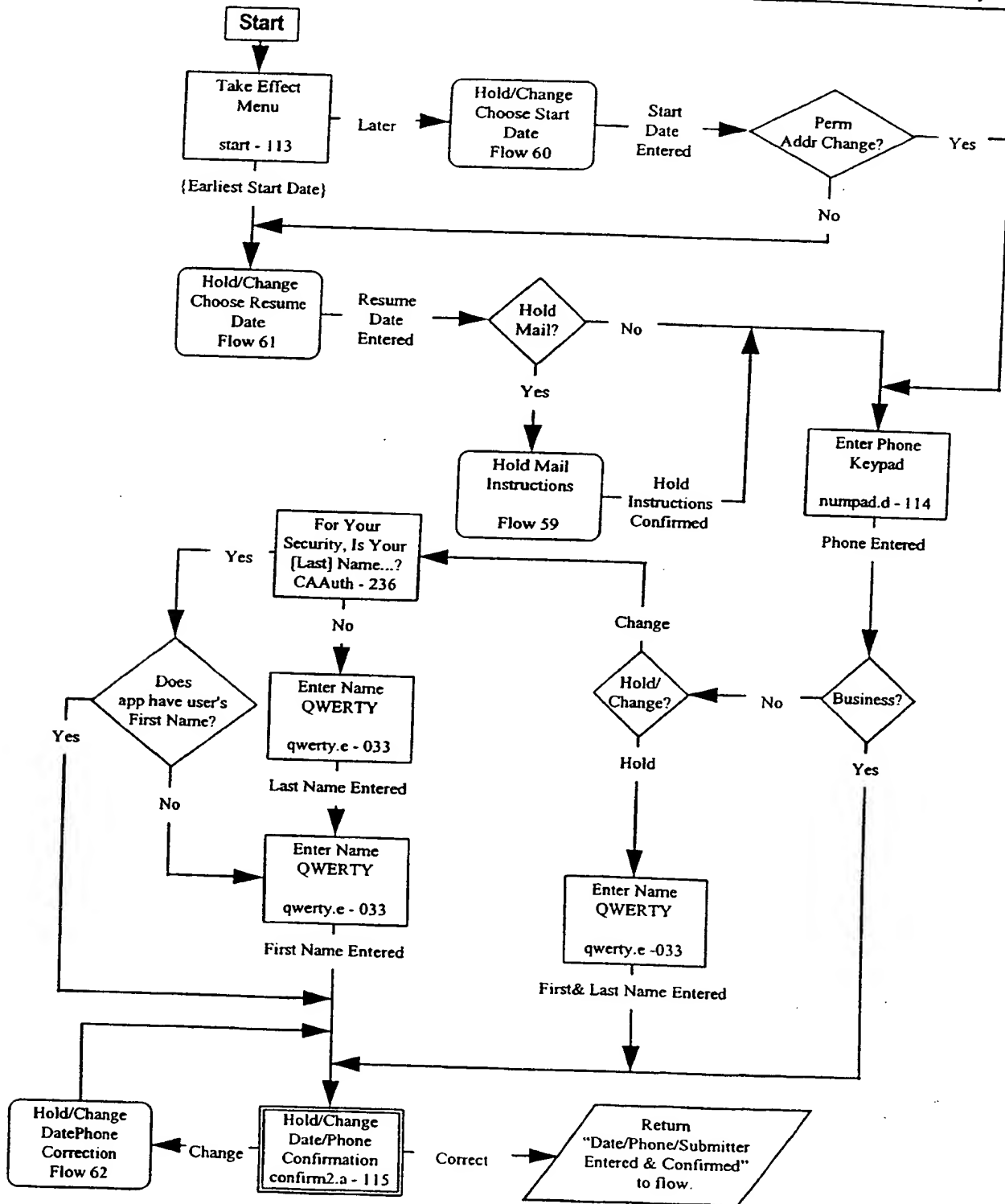
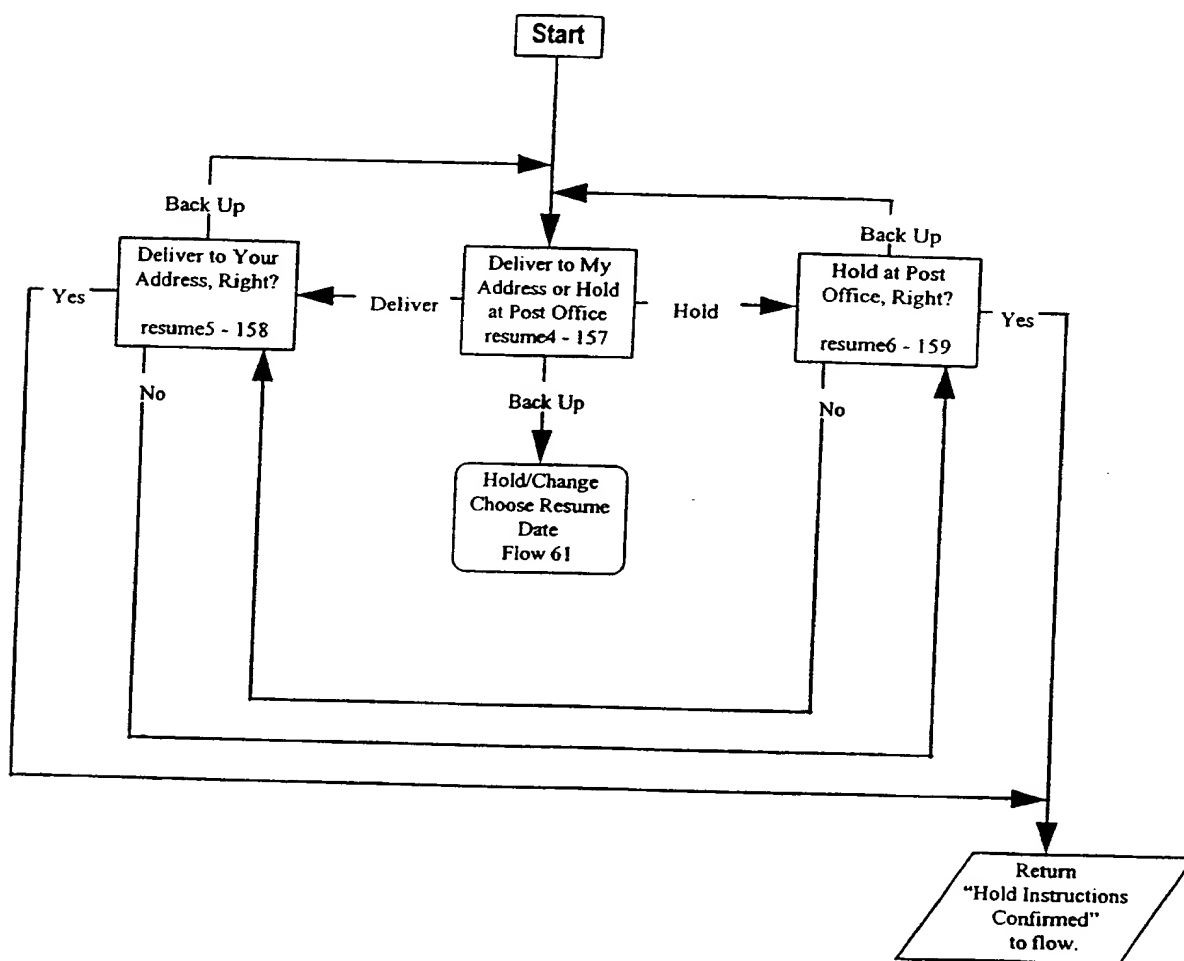


Fig 100
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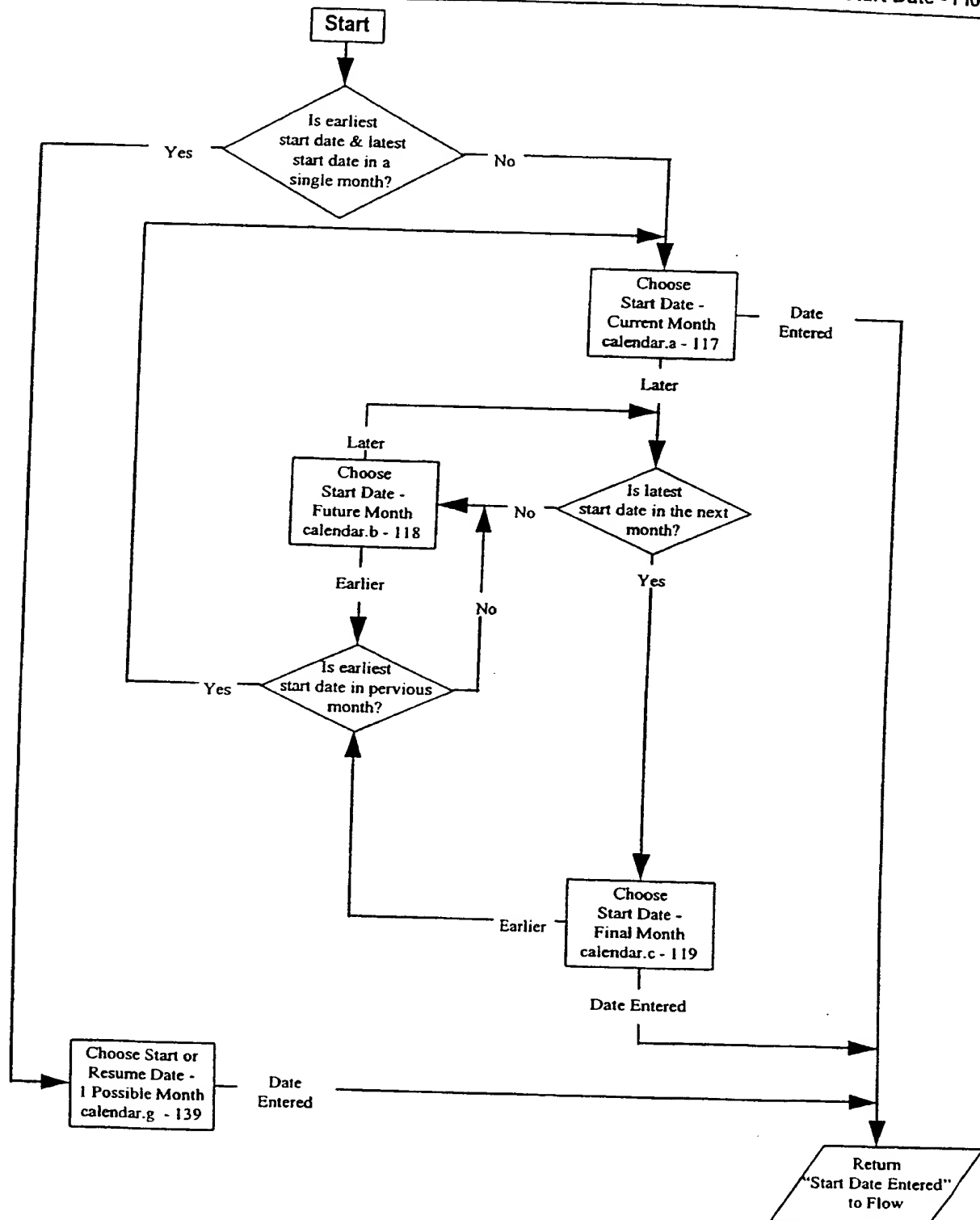
Source Flows: 58

Hold Mail Instructions - Flow 59



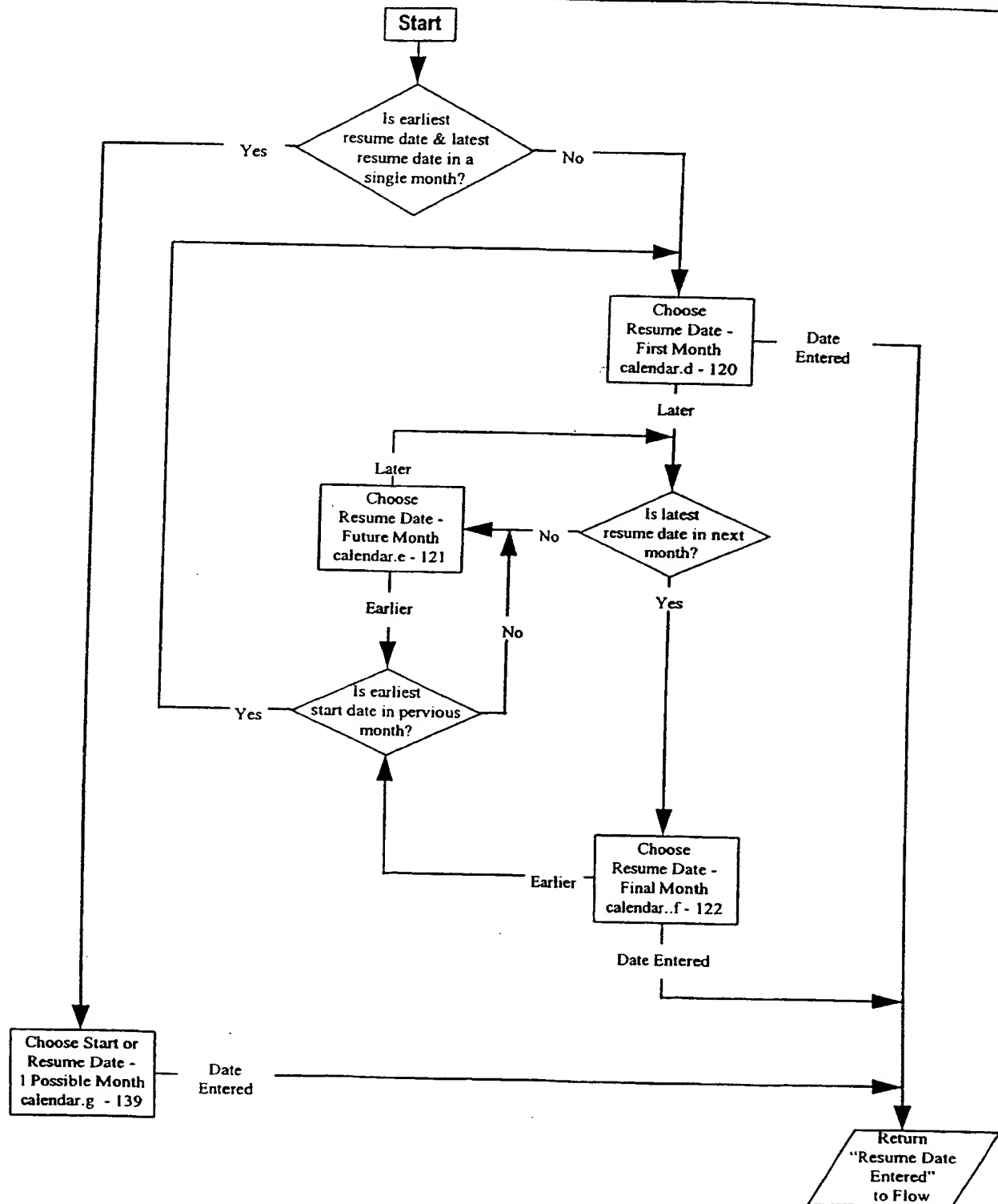
Source Flows: 58, 62, 67

Hold/Change Choose Start Date - Flow 60

Fig 182
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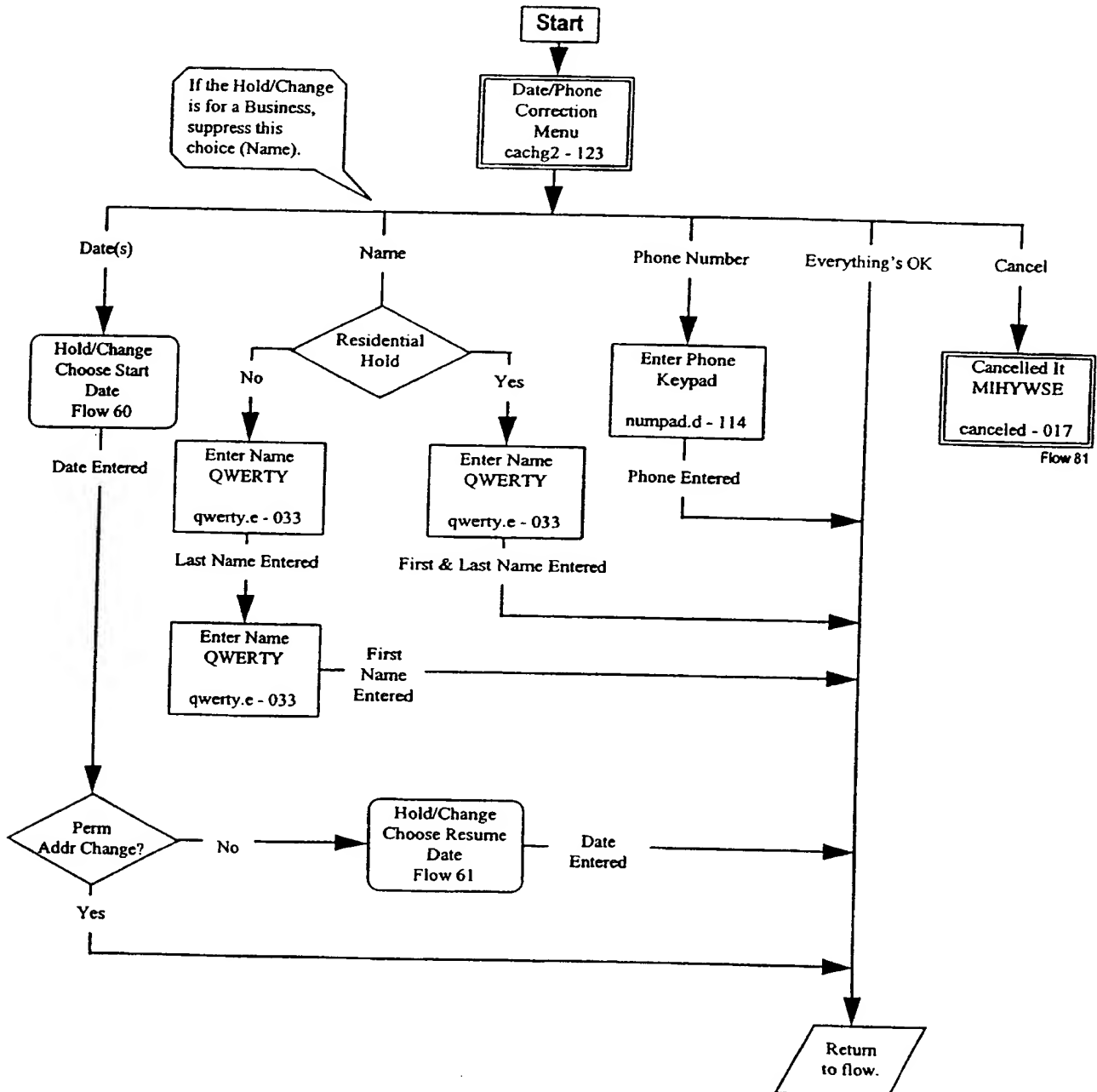
Source Flows: 58, 59, 62, 67

Hold/Change Choose Resume Date - Flow 61

Fig 103
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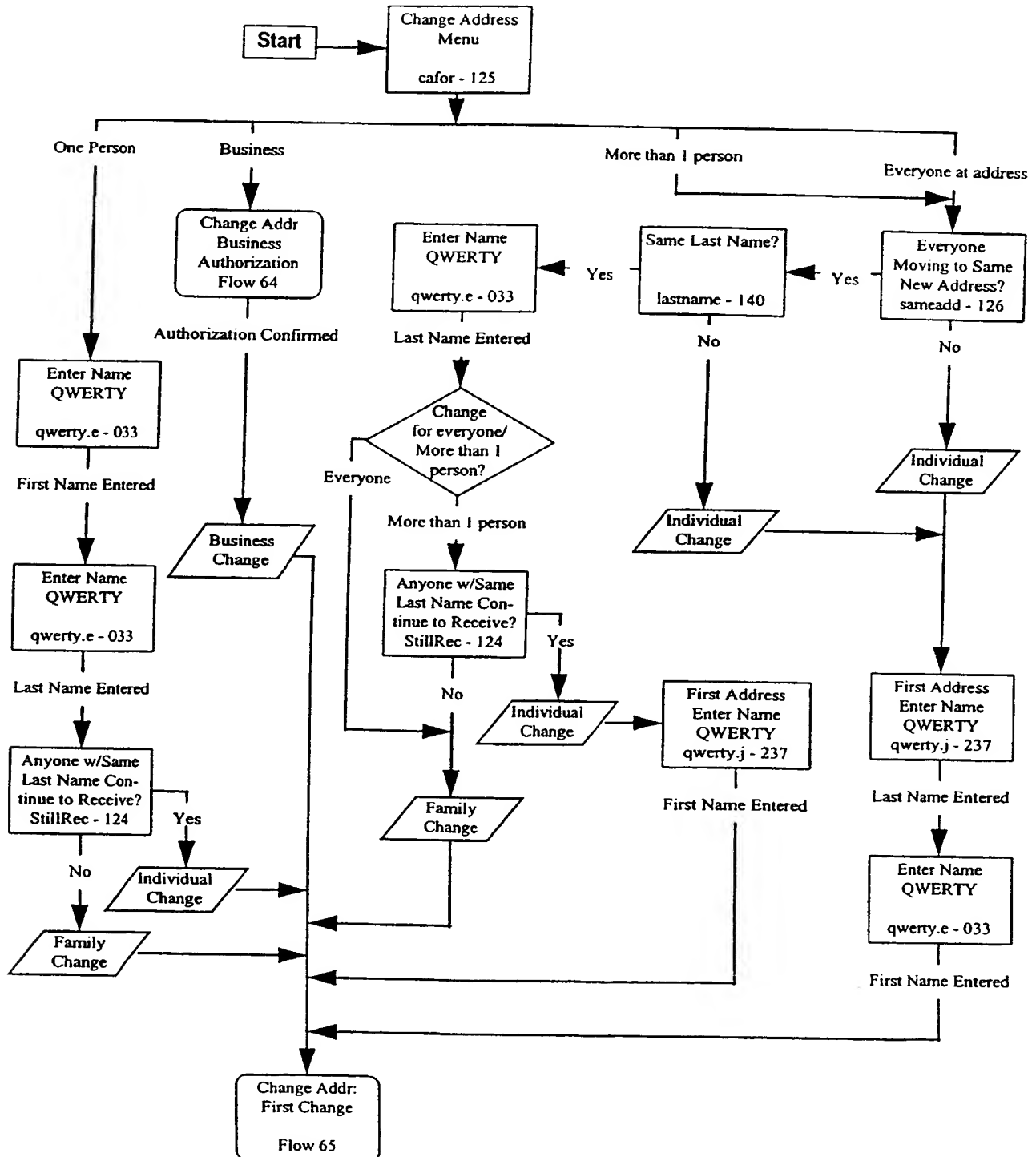
Source Flows: 58

Hold/Change: Date/Phone Correction - Flow 62

Fig 104
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Source Flows: 55

Determine Type of Address Change - Flow 63

Fig 105
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Source Flows: 56, 63

Hold/Change: Business Authorization - Flow 64

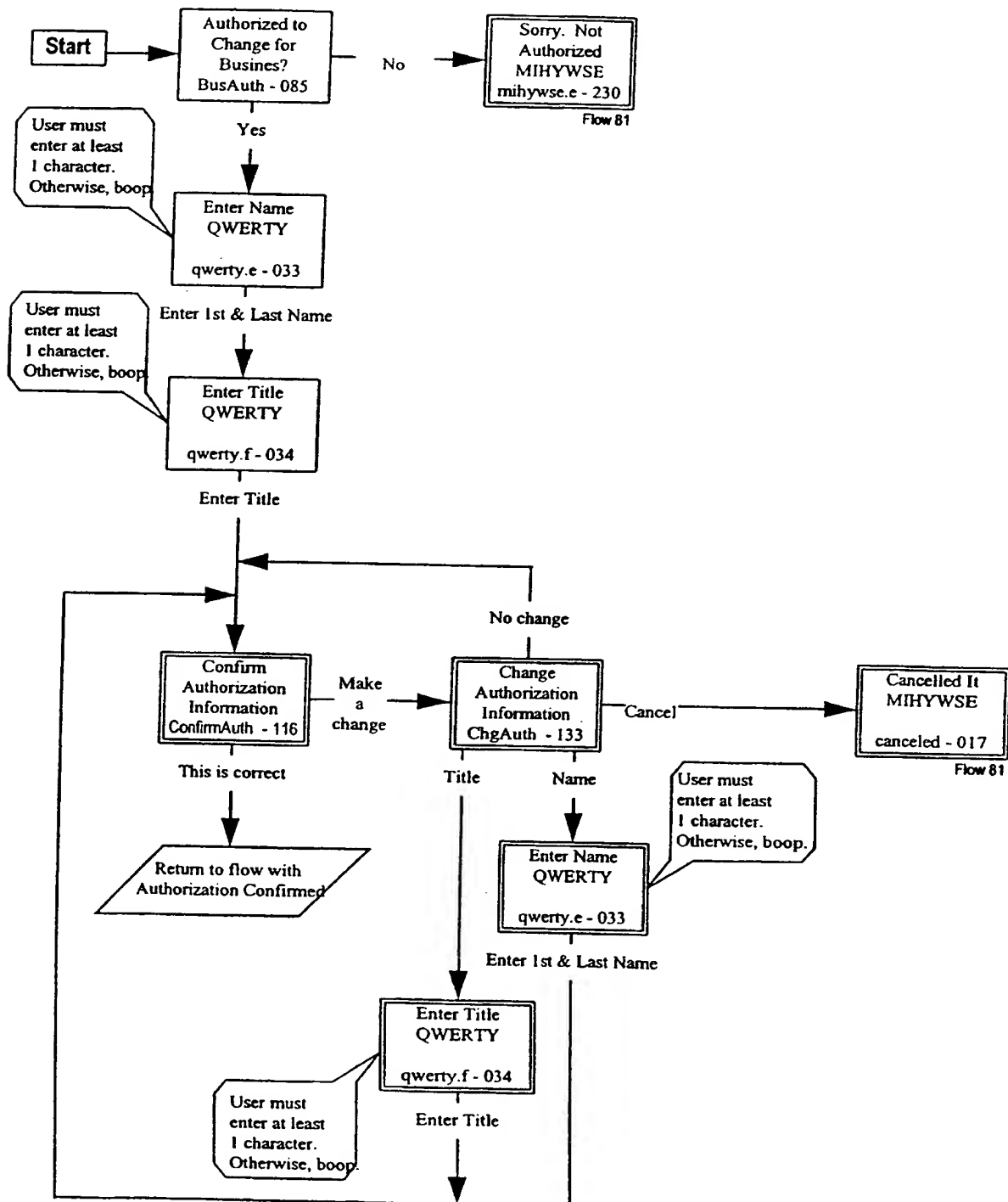


Fig 106

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Source Flows: 63, 67

Change Addr: First Change - Flow 65

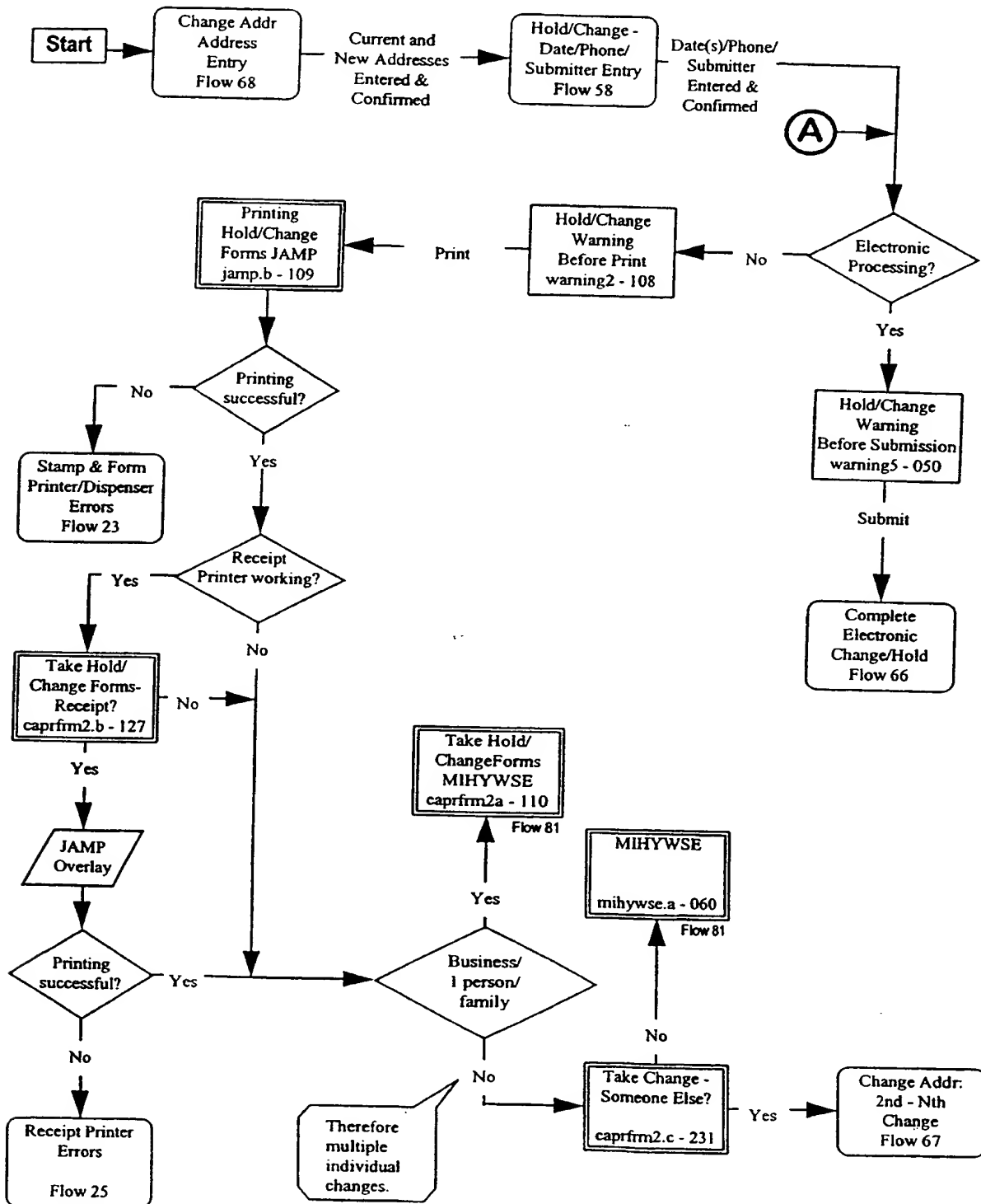


Fig 107

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Source Flows: 56, 65

Complete Electronic Change/Hold - Flow 66

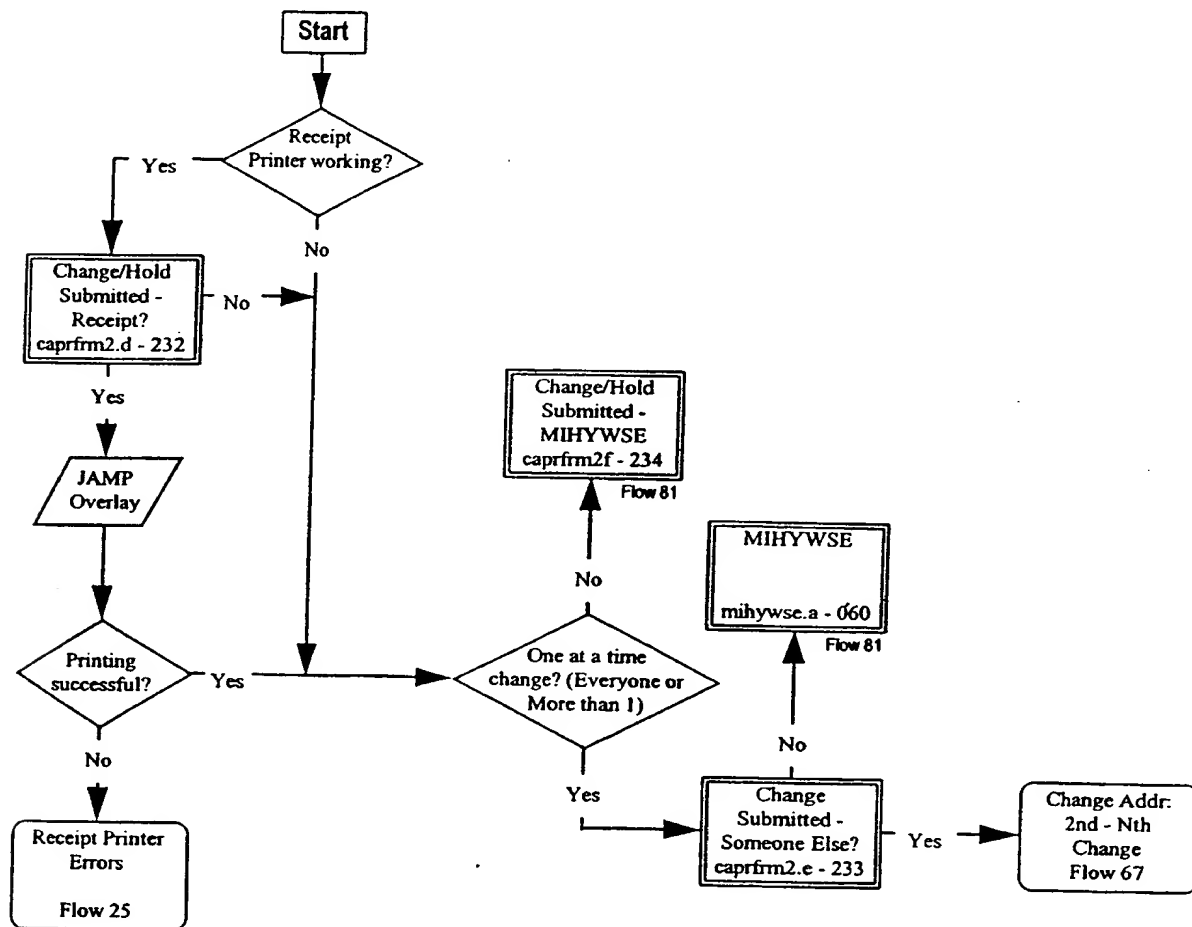
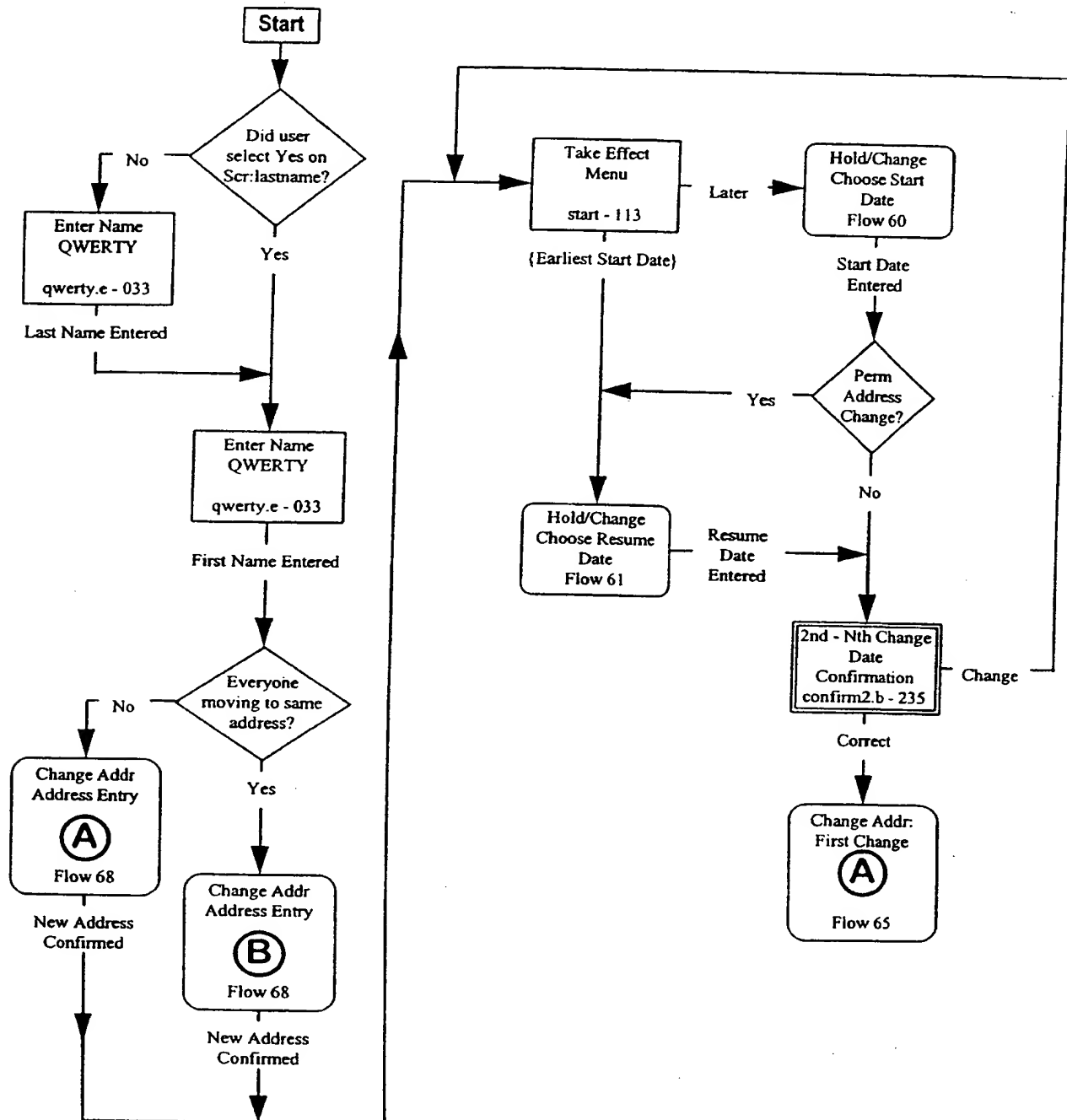


Fig 108

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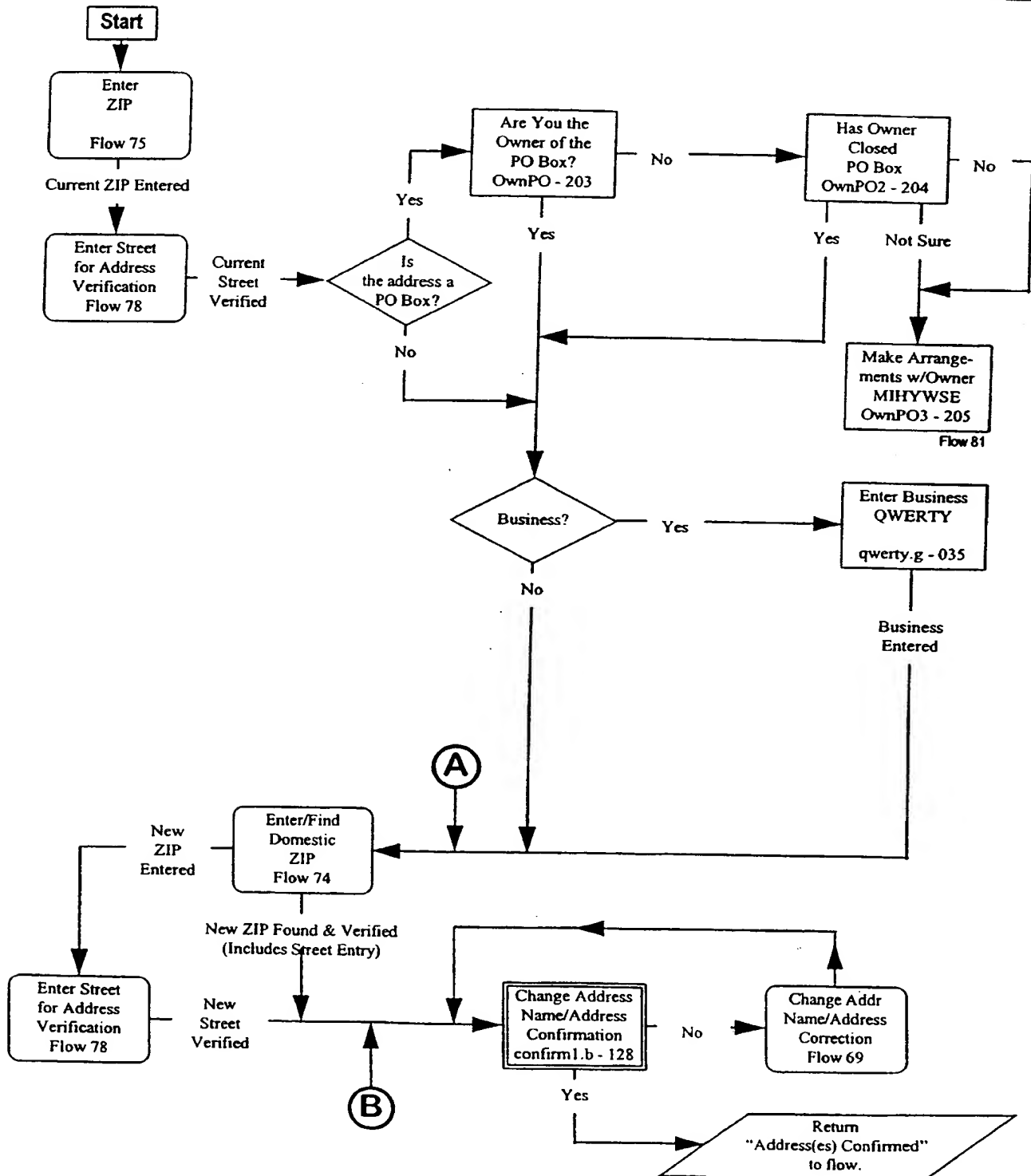
Source Flows: 25, 65, 66

Change Addr: 2nd - Nth Change - Flow 67

Fig 109
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Source Flows: 65, 67

Change Addr: Address Entry - Flow 68

Fig 110
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Source Flows: 68

Change Address: Name/Address Correction - Flow 69

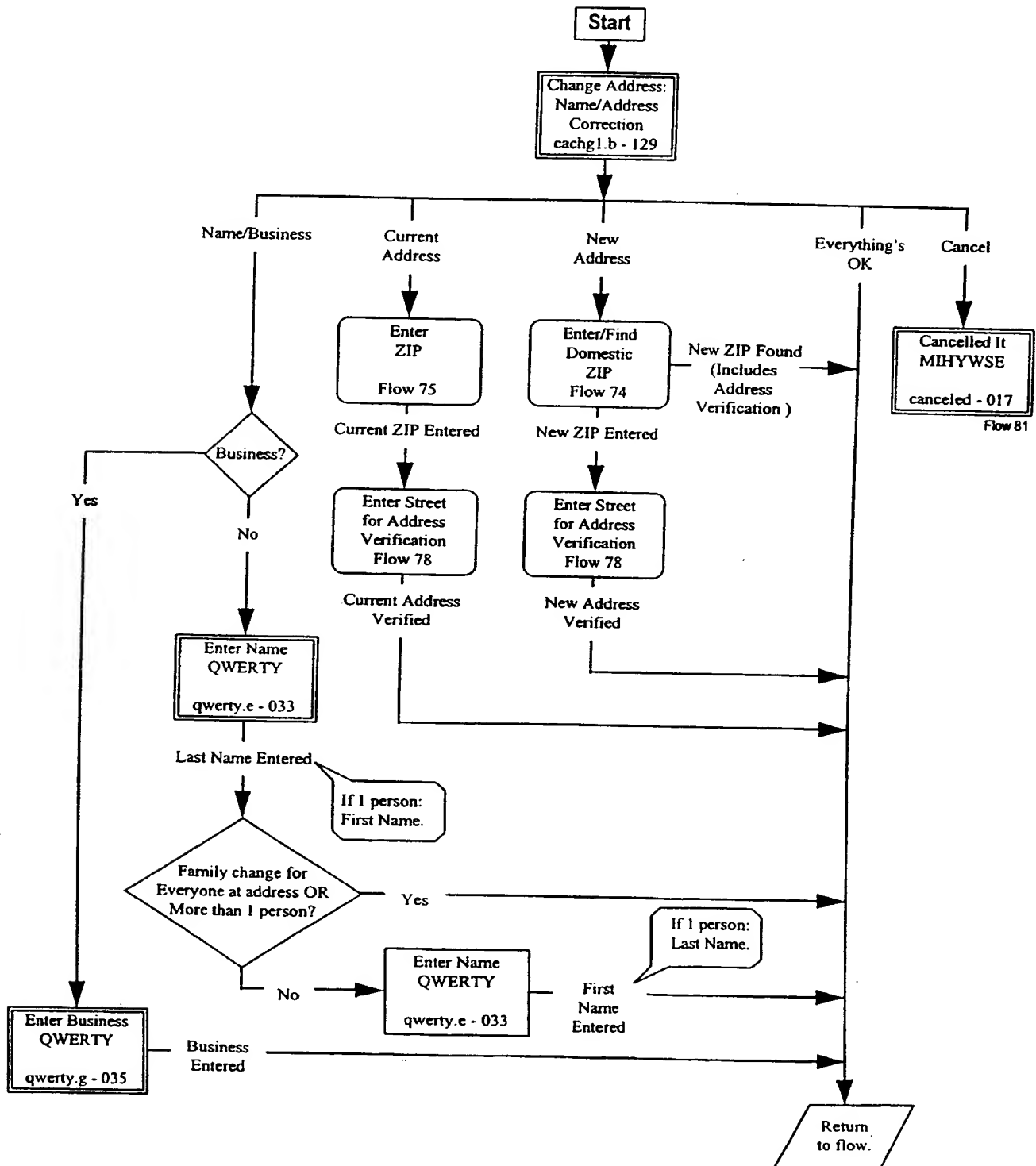


Fig 111/363

Source Flows: 4, 38

Weigh Letter/Pkg - Flow 70

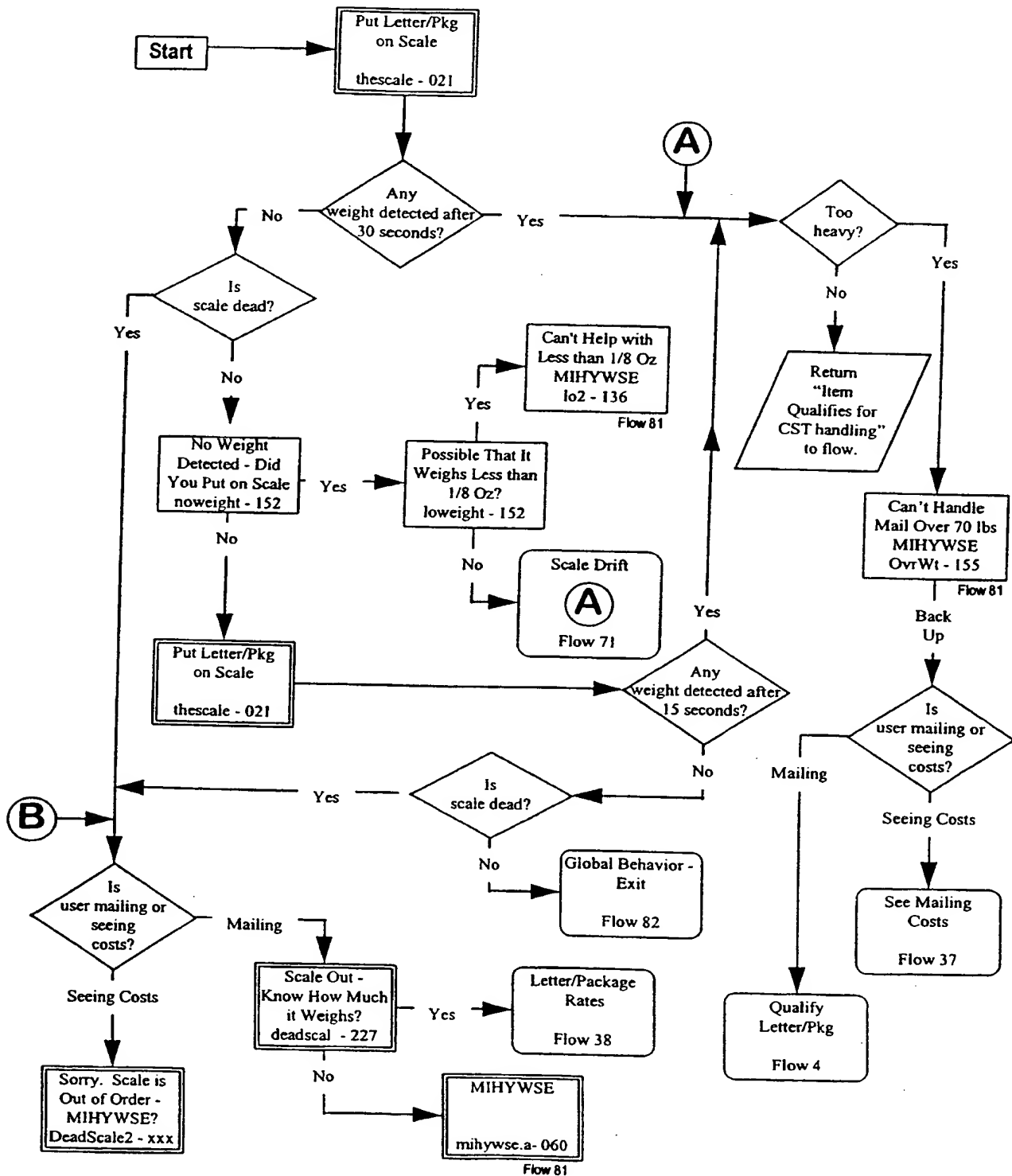
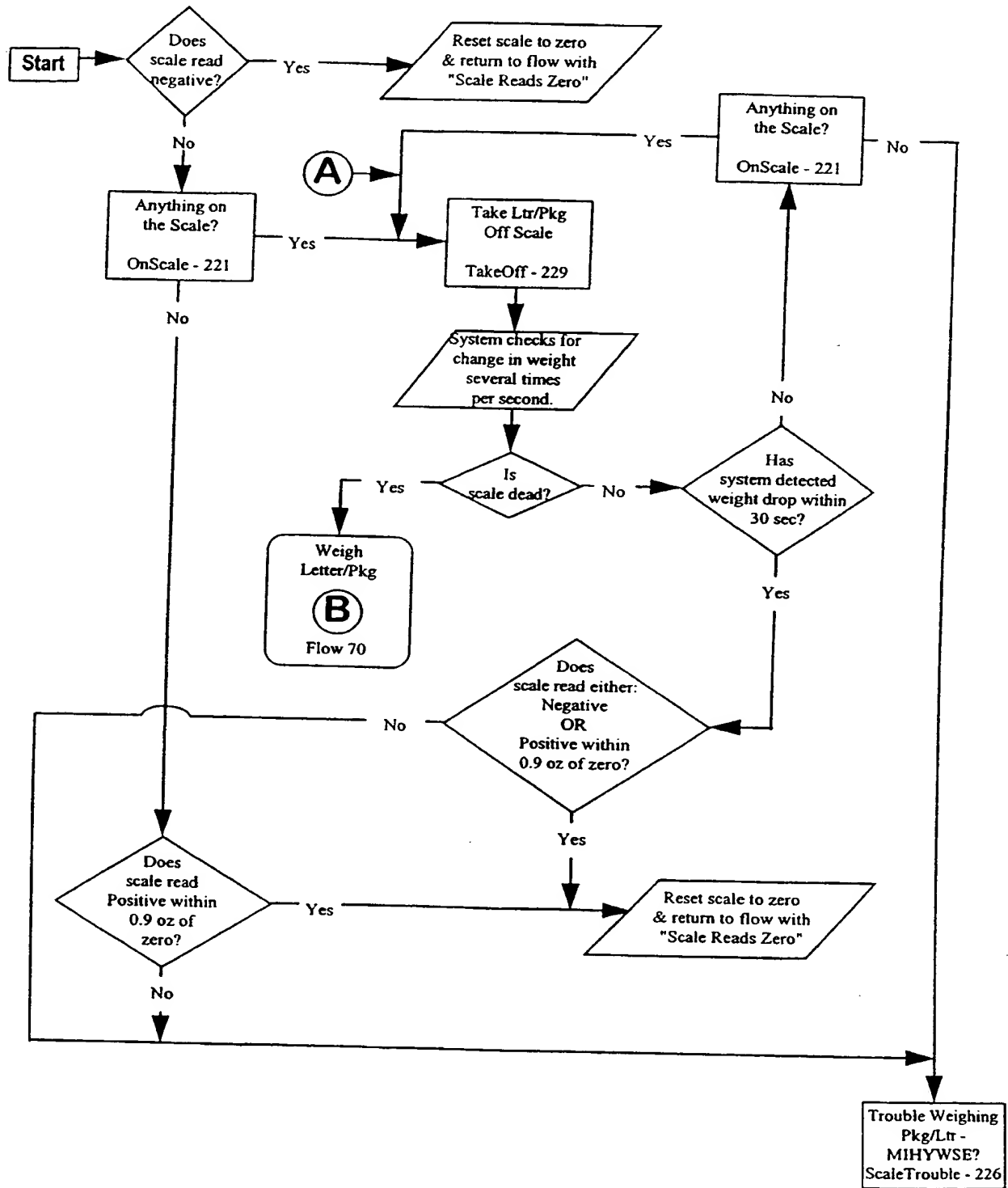


Fig 112
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Source Flows: 4, 37, 70

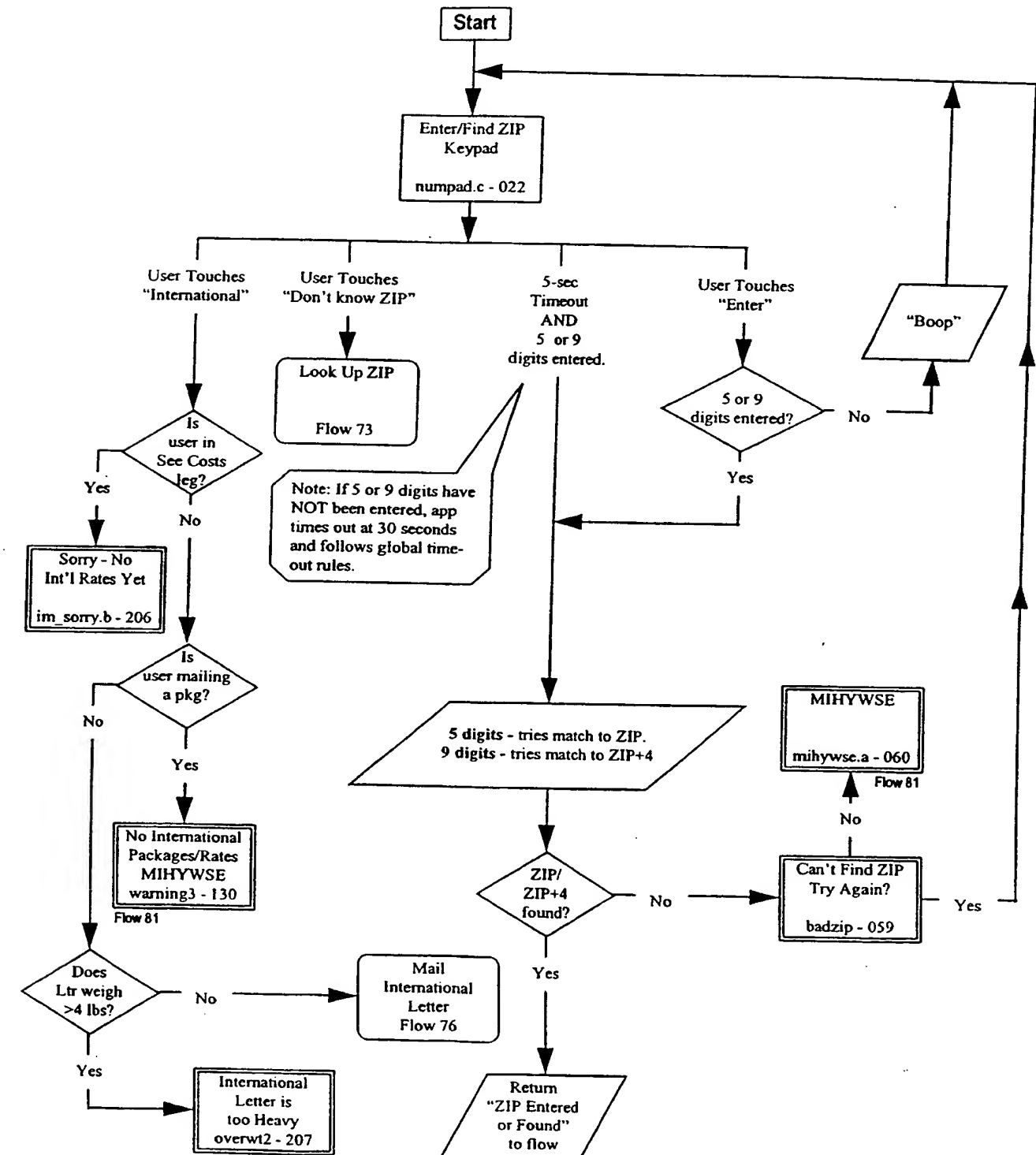
Scale Drift - Flow 71

Fig 113
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Flow 81

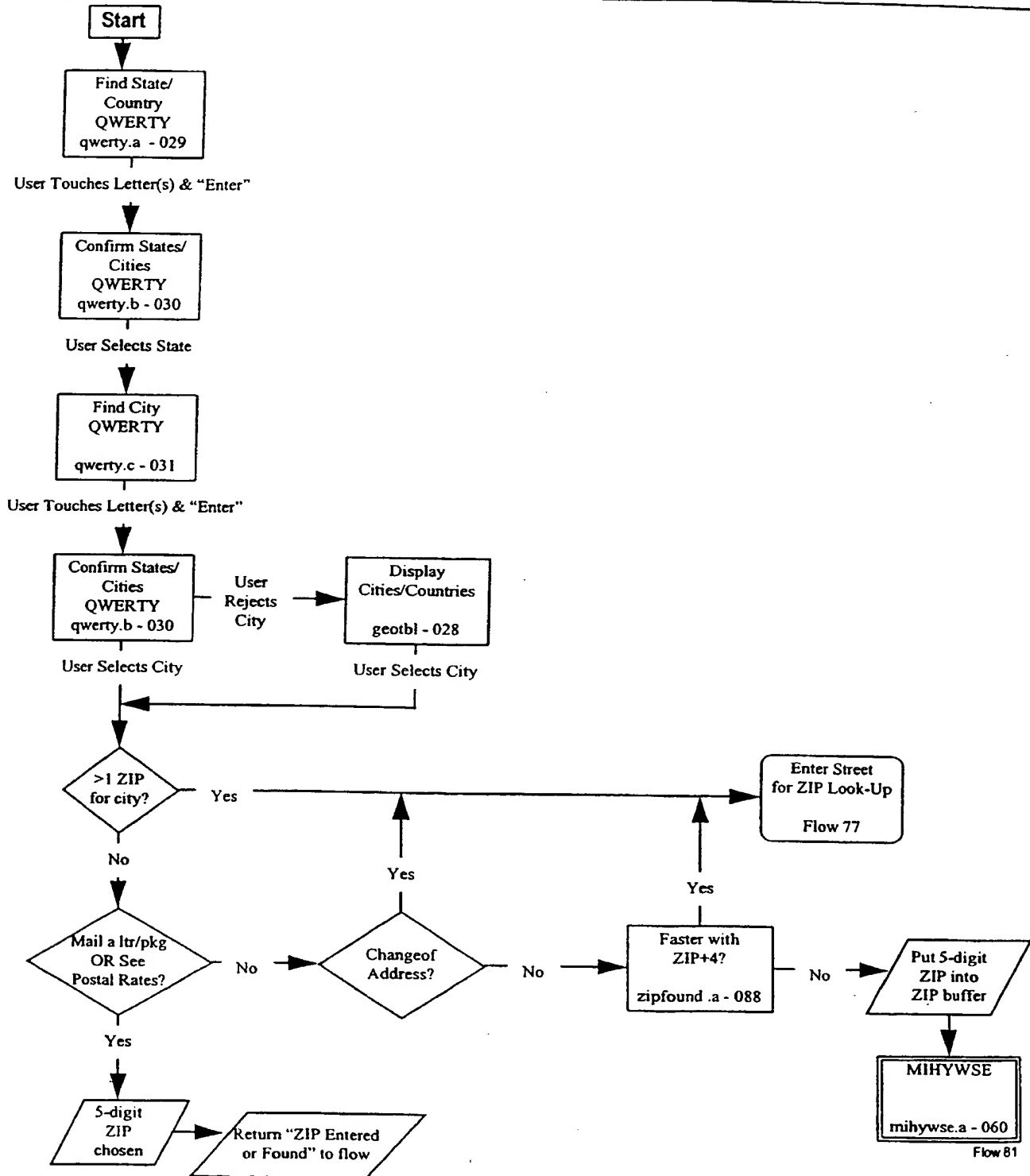
Source Flows: 4, 6, 9, 38

Enter/Find ZIP - Flow 72

Fig 114
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Source Flows: 3, 36, 72, 74

Look-Up ZIP - Flow 73

Fig 115
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Source Flows: 68, 69

Enter/Find Domestic ZIP - Flow 74

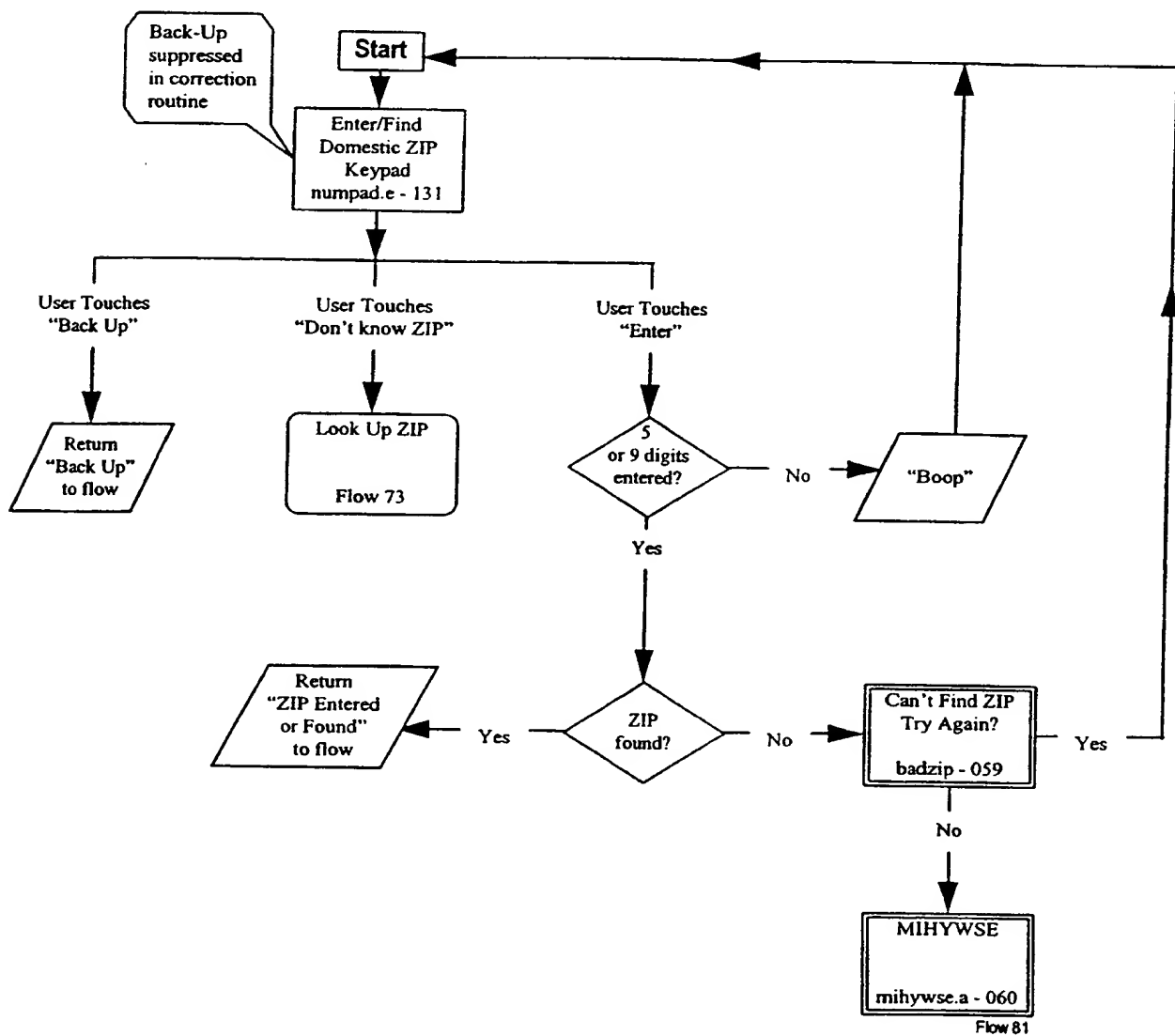
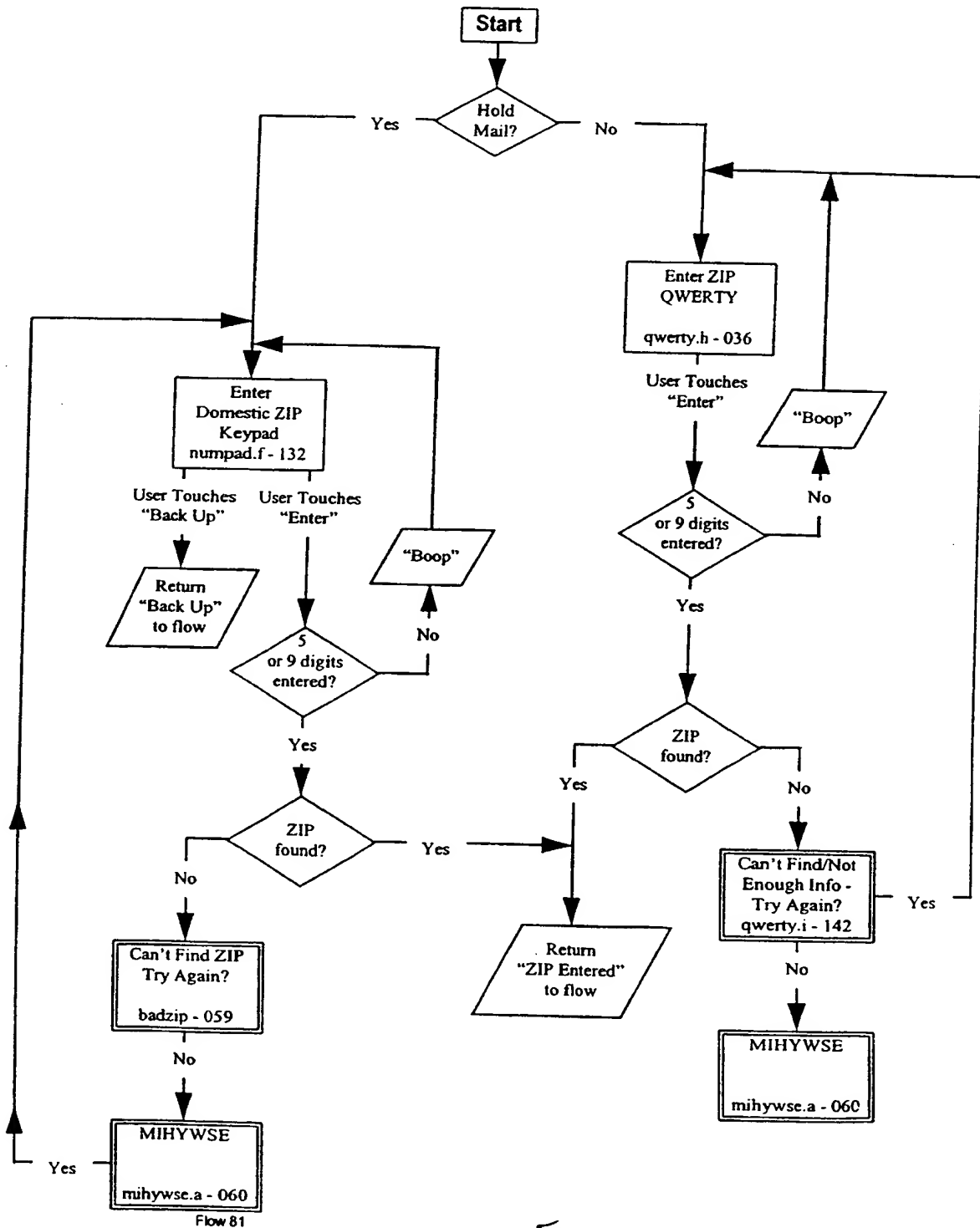


Fig. 116

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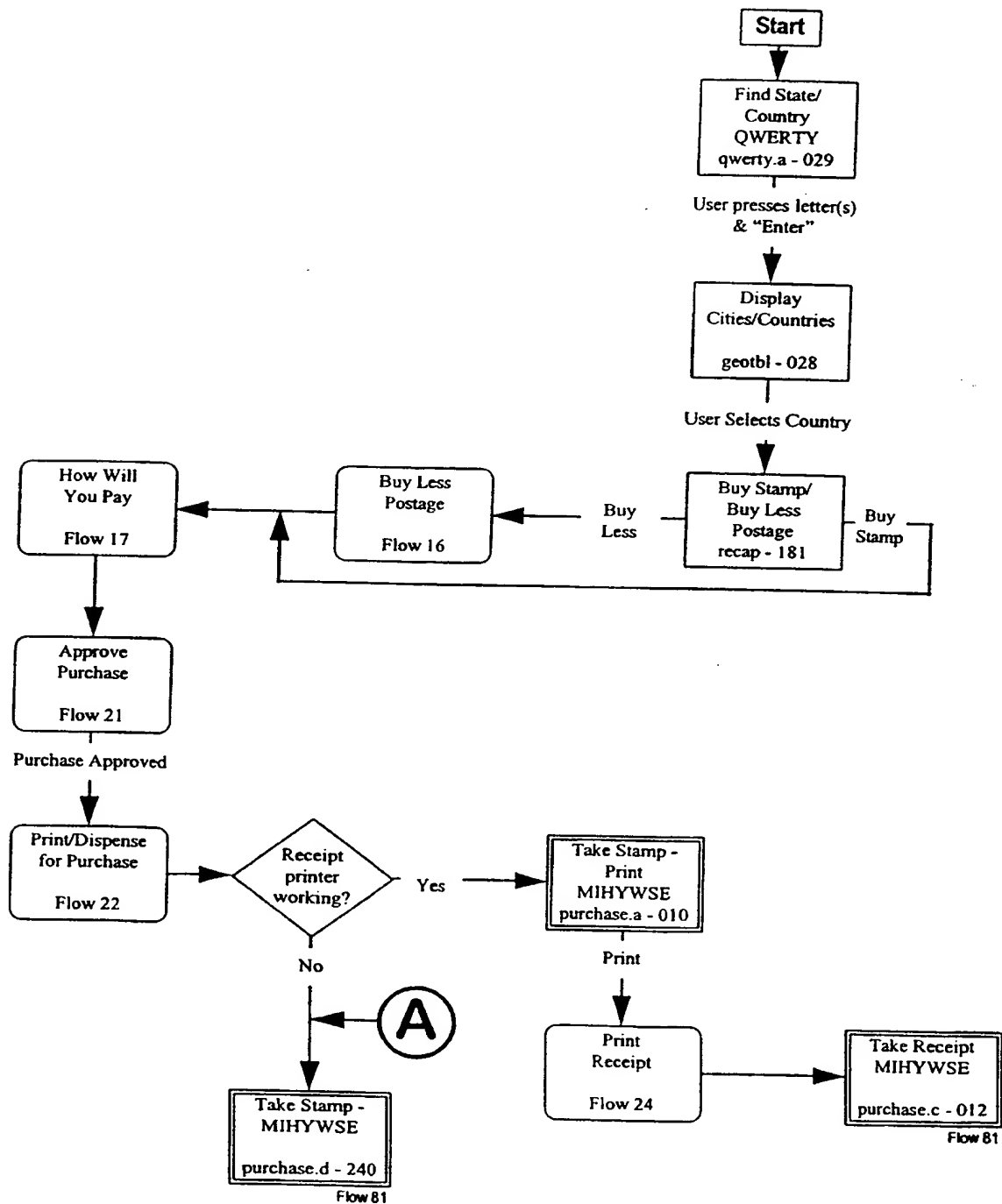
Source Flows: 56, 57, 69

Enter ZIP - Flow 75

Fig 117
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Source Flows: 72

Mail International Letter - Flow 76



Source Flows: 73, 79

Enter Street for ZIP Look-Up - Flow 77

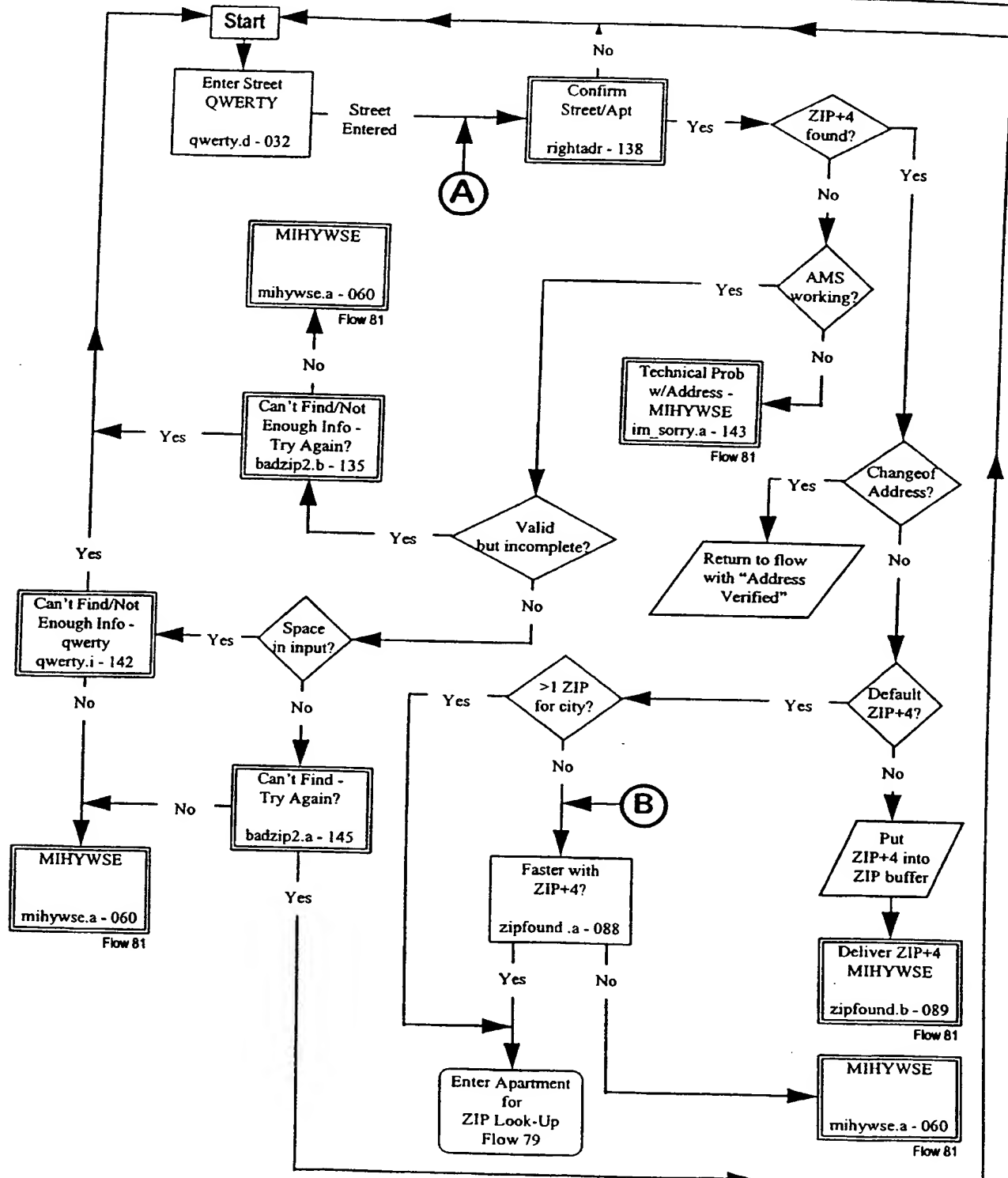
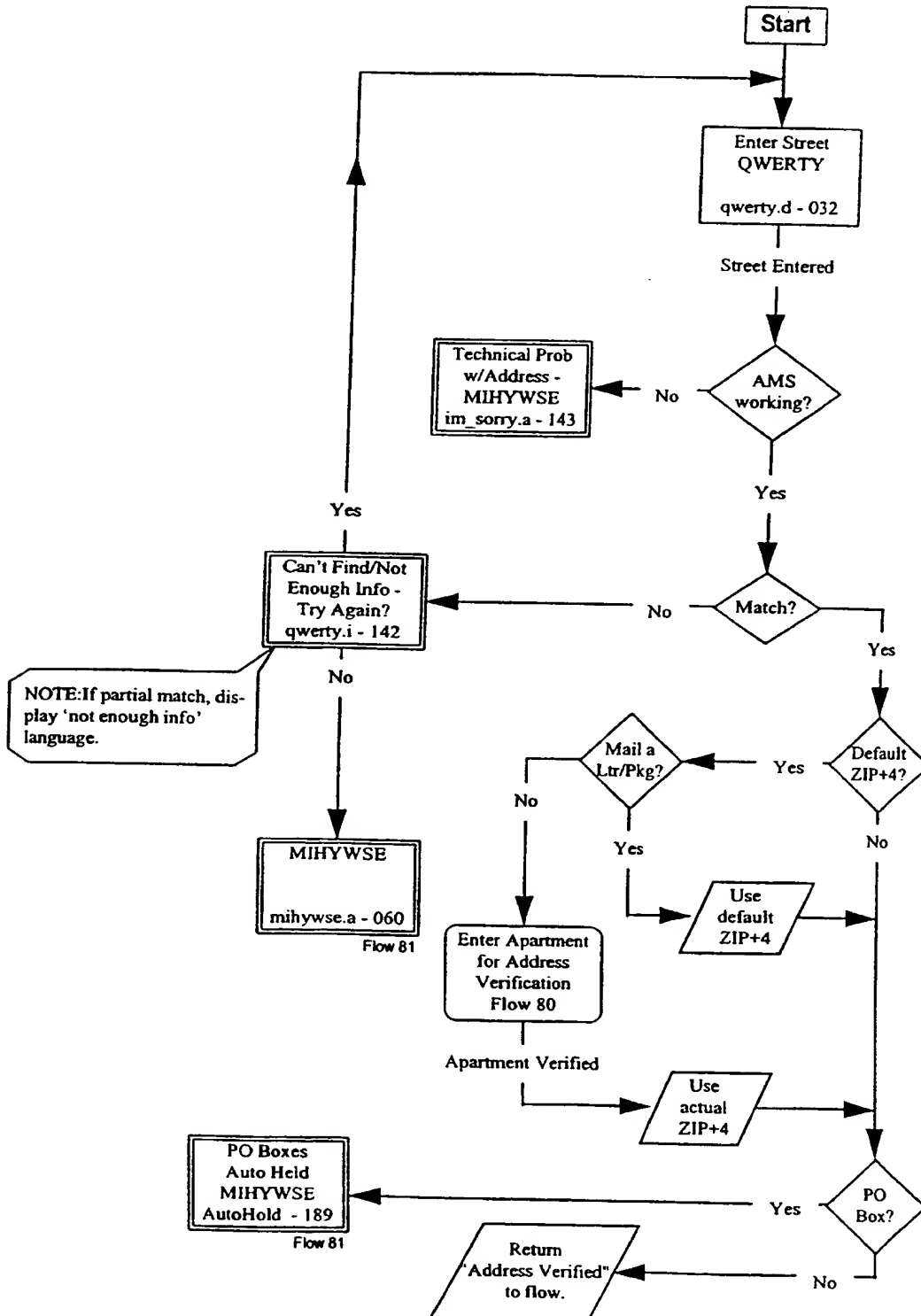


Fig 119
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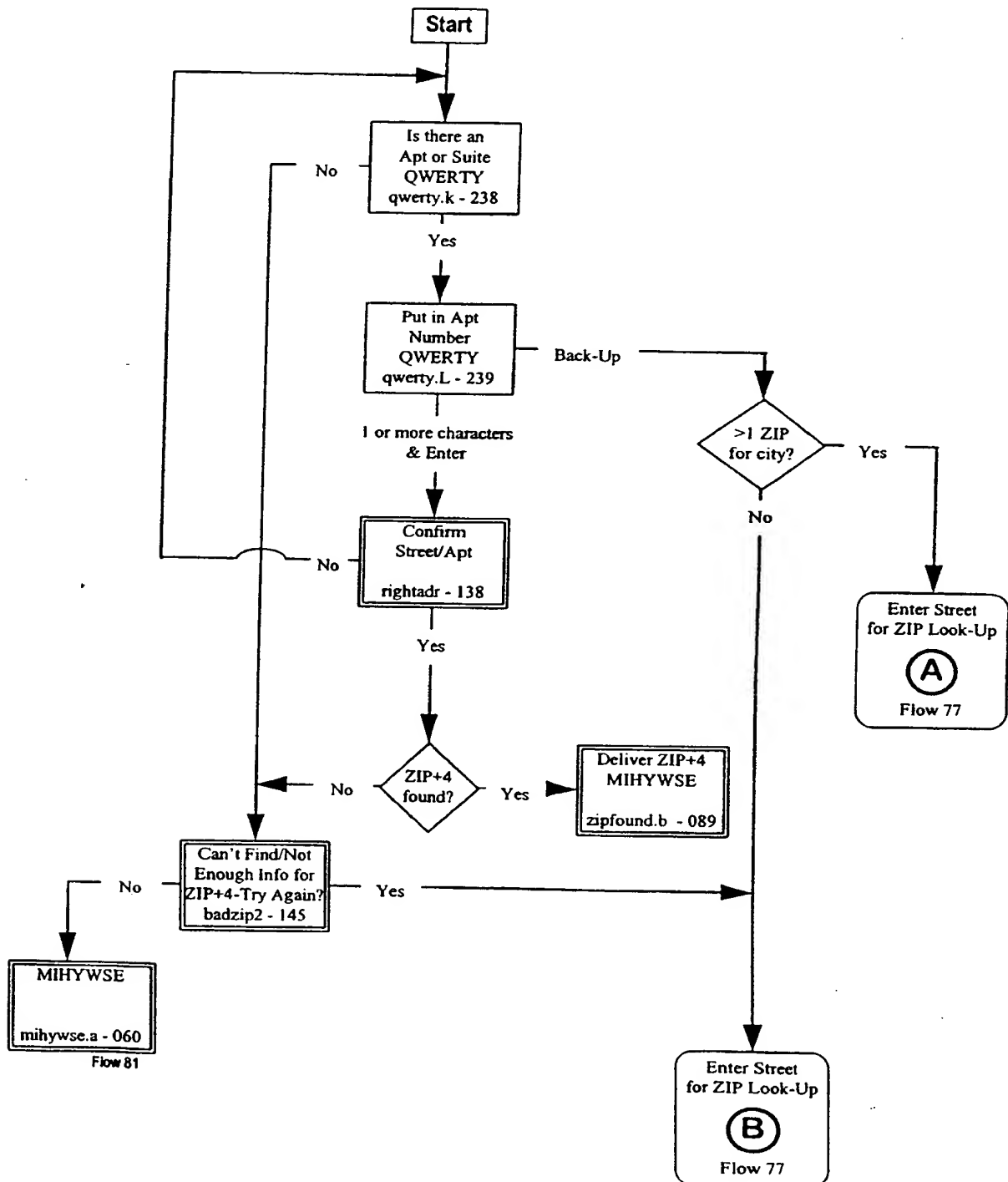
Source Flows: 12, 13, 14, 57, 68, 69, 80

Enter Street for Address Verification - Flow 78

Fig 120
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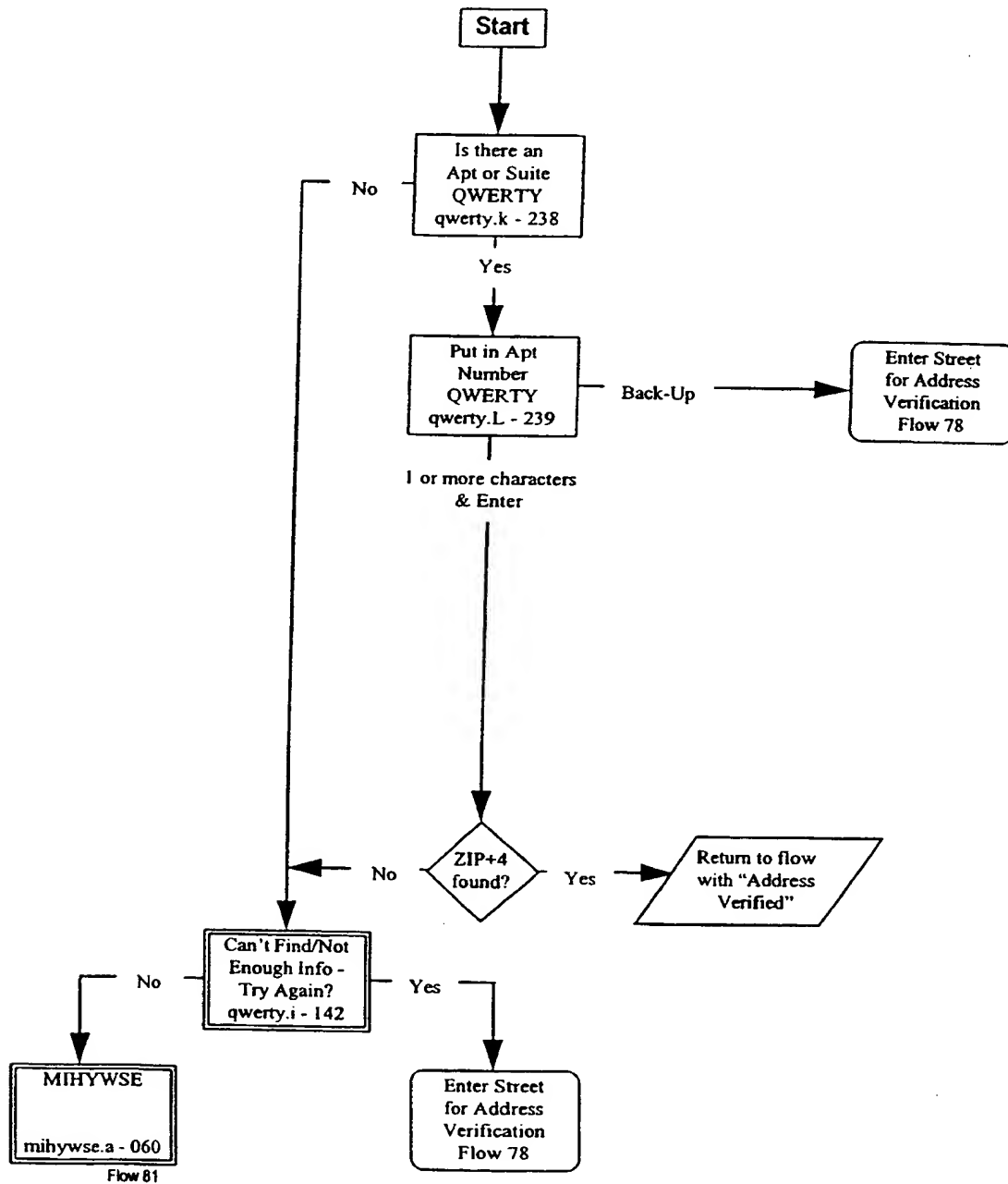
Source Flows: 77

Enter Apartment for ZIP Look-Up - Flow 79

Fig 121
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Source Flows: 78

Enter Apartment for Address Verification - Flow 80

Fig 122
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Source Flows: Global

Global Behavior - May I help you with Something Else - MIHYWSE - Flow 81

NOTE: All screens whose titles include MIHYWSE have only two choices: Yes or No. The behavior of all of these screens in response to Yes, No and Timeout is as specified below.

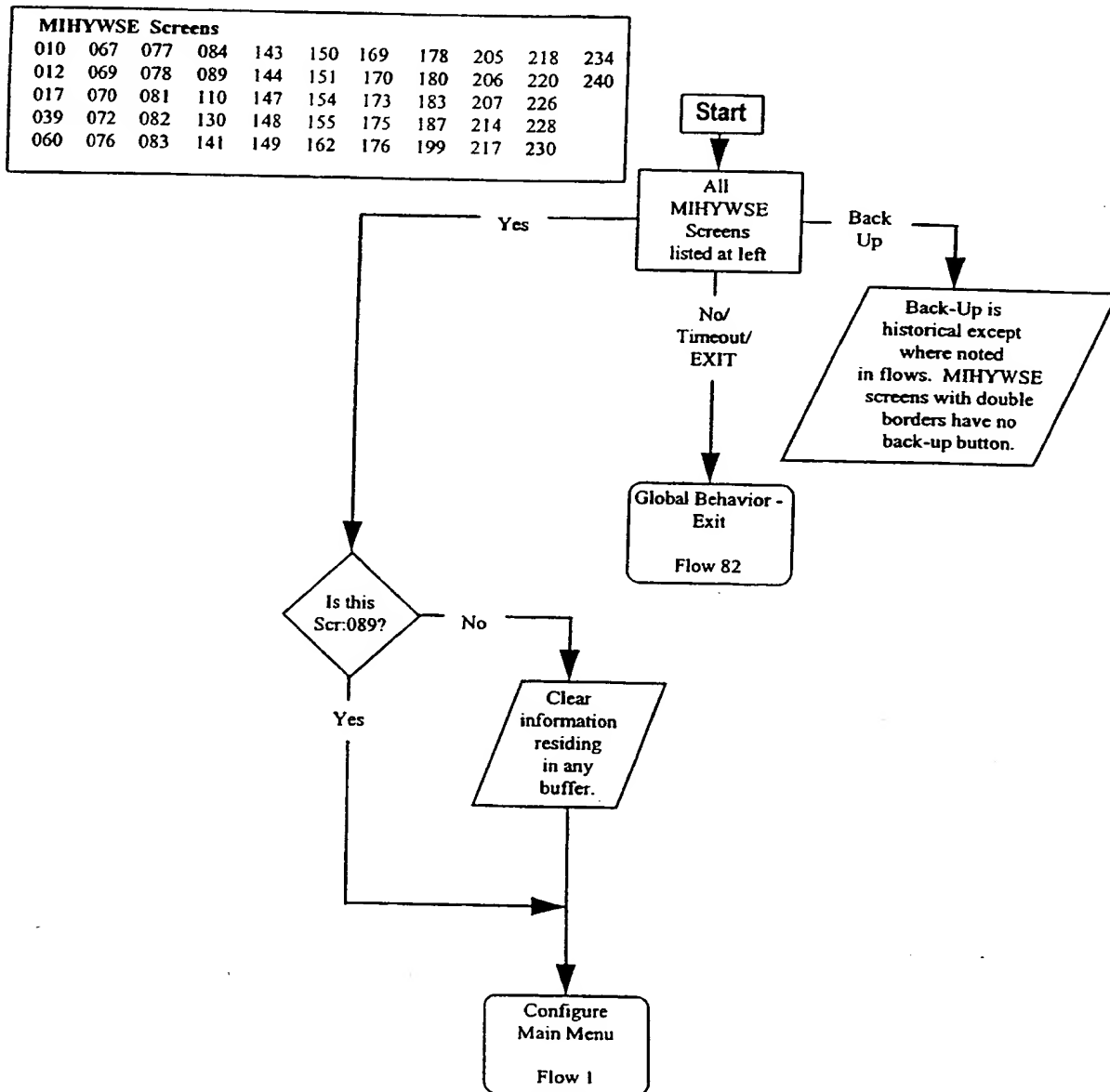
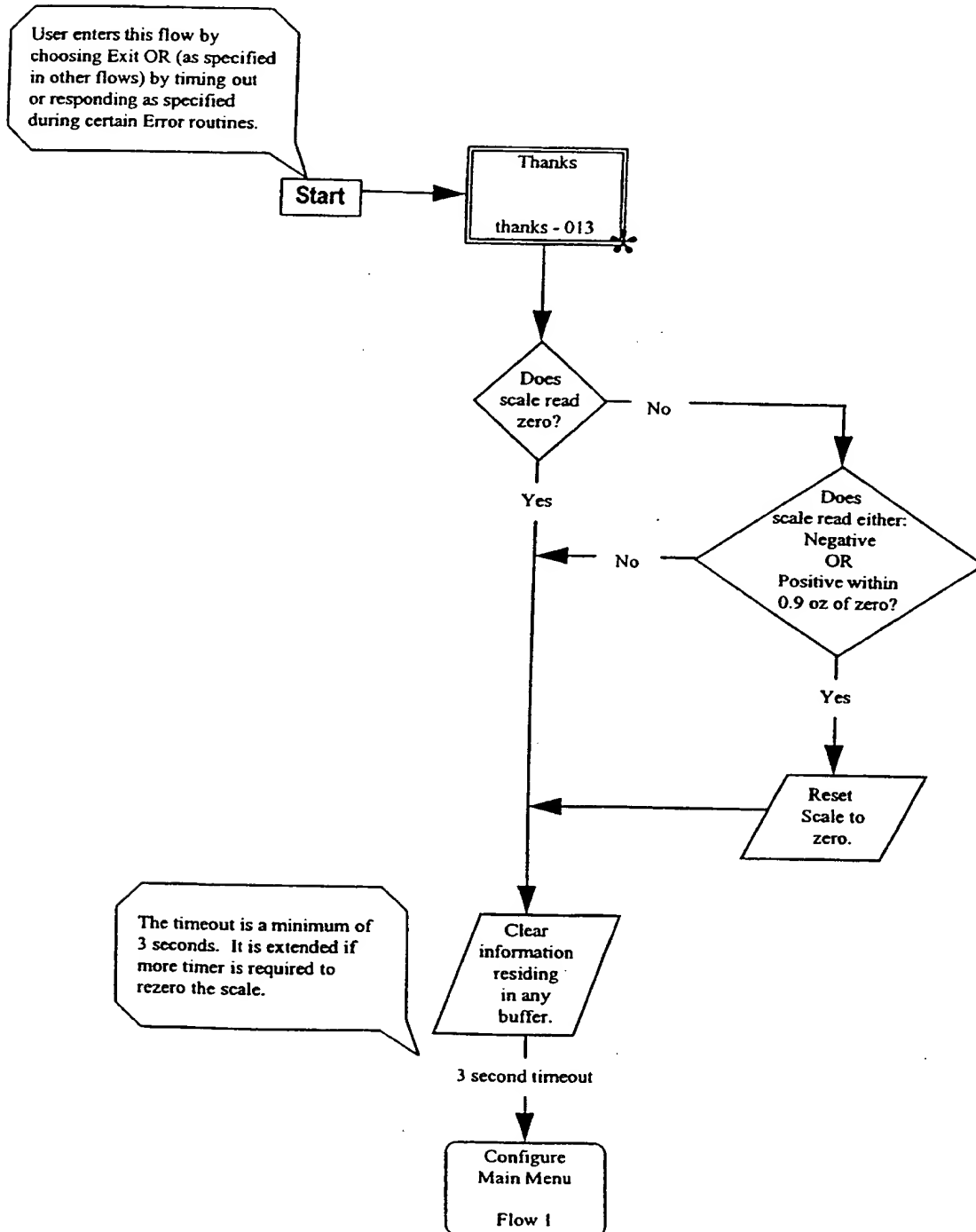


Fig 123
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Source Flows: Global

Global Behavior - Exit - Flow 82

Fig 124
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Source Flows: Global

Global Flow for Handling Time-outs - Flow 83

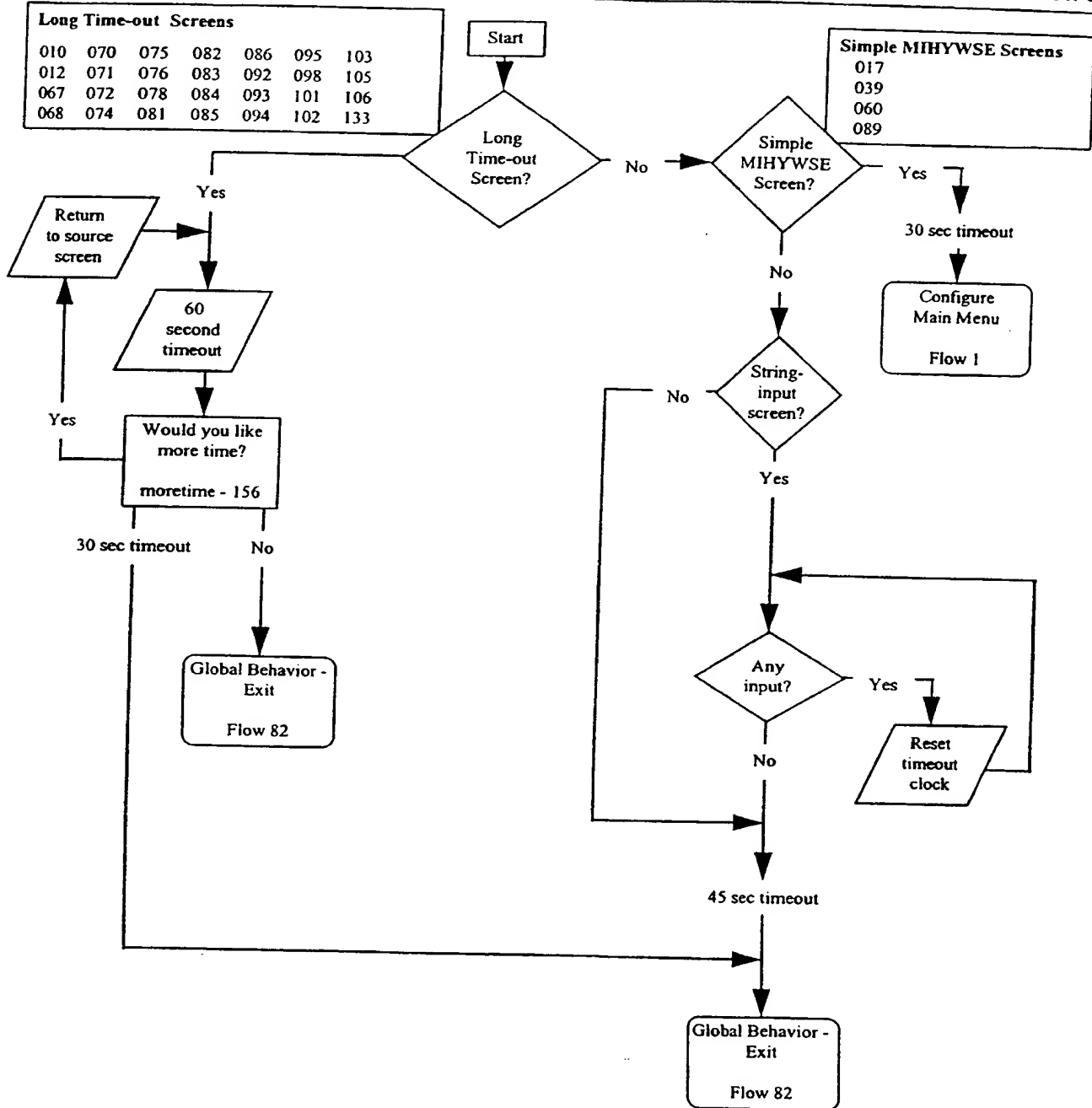


Fig 125

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Source Flows: 2, 3

Card Insertion at Main Menu - Flow 84

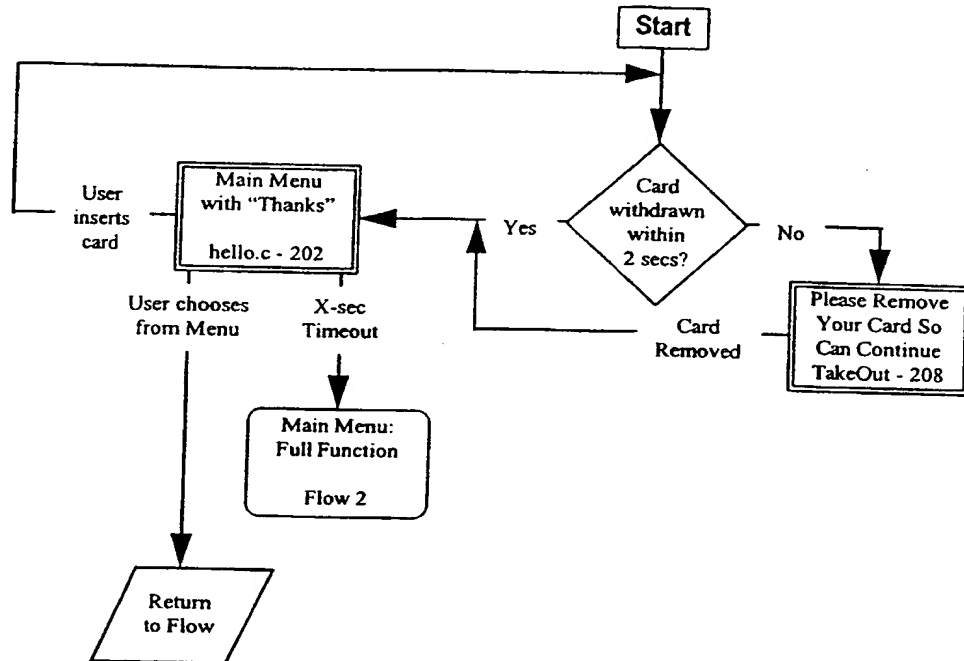
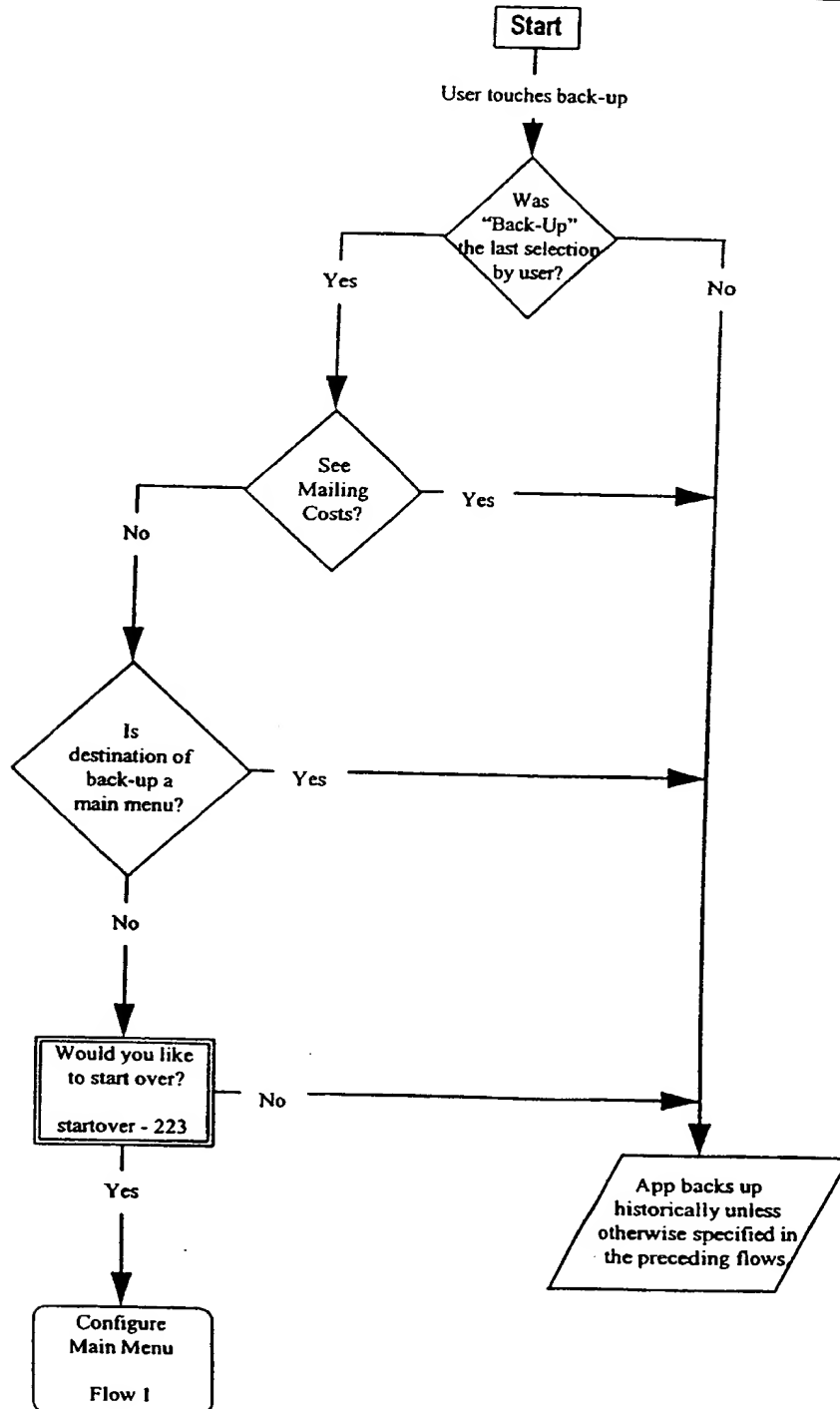


Fig 126
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Source Flows: Global

Global Back-Up Behavior - Flow 85

Fig 127
127/363

hello.a - Scr:001

0 80 160 240 320 400 480 560 640

0

How may I help you?

80

160

240

320

400

480

Mail a Letter or Package
I'm sorry. I can't do this right now.

Buy Stamps
Only \$.32 stamps are available.

Look up Information

Hold Mail or Change Address
I'm sorry. I can't do this right now.

Shop and Send Gifts

(1)

(2)

VARIABLE ELEMENTS

- (1) If function is available, error message (small-font text) is suppressed, and remaining button text is centered vertically as with "Look up Information" above.

Rules for displaying the error messages are detailed in Flow 2.

- (2) If Deliver America is not available at this machine, suppress this last button. See Scr:202 for placement of remaining buttons.

Fig 128
128/363

stamps2 - Scr:002

0 80 160 240 320 400 480 560 640

0

What kind of stamp?

80 32¢ First Class 20¢ Postcard

160 \$ 3.00 Priority Mail

240 \$10.75 Express Mail

320 International Stamp

400 A Different Stamp

480 Back Up EXIT

VARIABLE ELEMENTS

Fig 129
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stamps3 - Scr:003

The screenshot shows a graphical user interface for selecting the number of stamps. At the top, a horizontal ruler is marked from 0 to 640 in increments of 80. Below the ruler, the text "How many 32¢ First Class stamps?" is displayed. A small box labeled (1) is positioned above the word "stamps". Below the text, there are ten buttons arranged in two columns. The left column contains buttons labeled 1, 2, 3, 4, and 5. The right column contains buttons labeled 20, 40, 60, 80, and 100. In the bottom left corner, there is a button labeled "Back Up" with an arrow pointing left. In the bottom right corner, there is a button labeled "EXIT".

Button Label	Value
1	1
2	2
3	3
4	4
5	5
20	20
40	40
60	60
80	80
100	100

VARIABLE ELEMENTS

- (1) The class of stamp chosen by user. Currently only 32c First Class stamps are available in sheets of stamps. Therefore, only that value would appear on this screen.

Fig 130
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stamps3.a - Scr:004

How many 55¢ First Class stamps?

1

2

3

4

5

Back Up

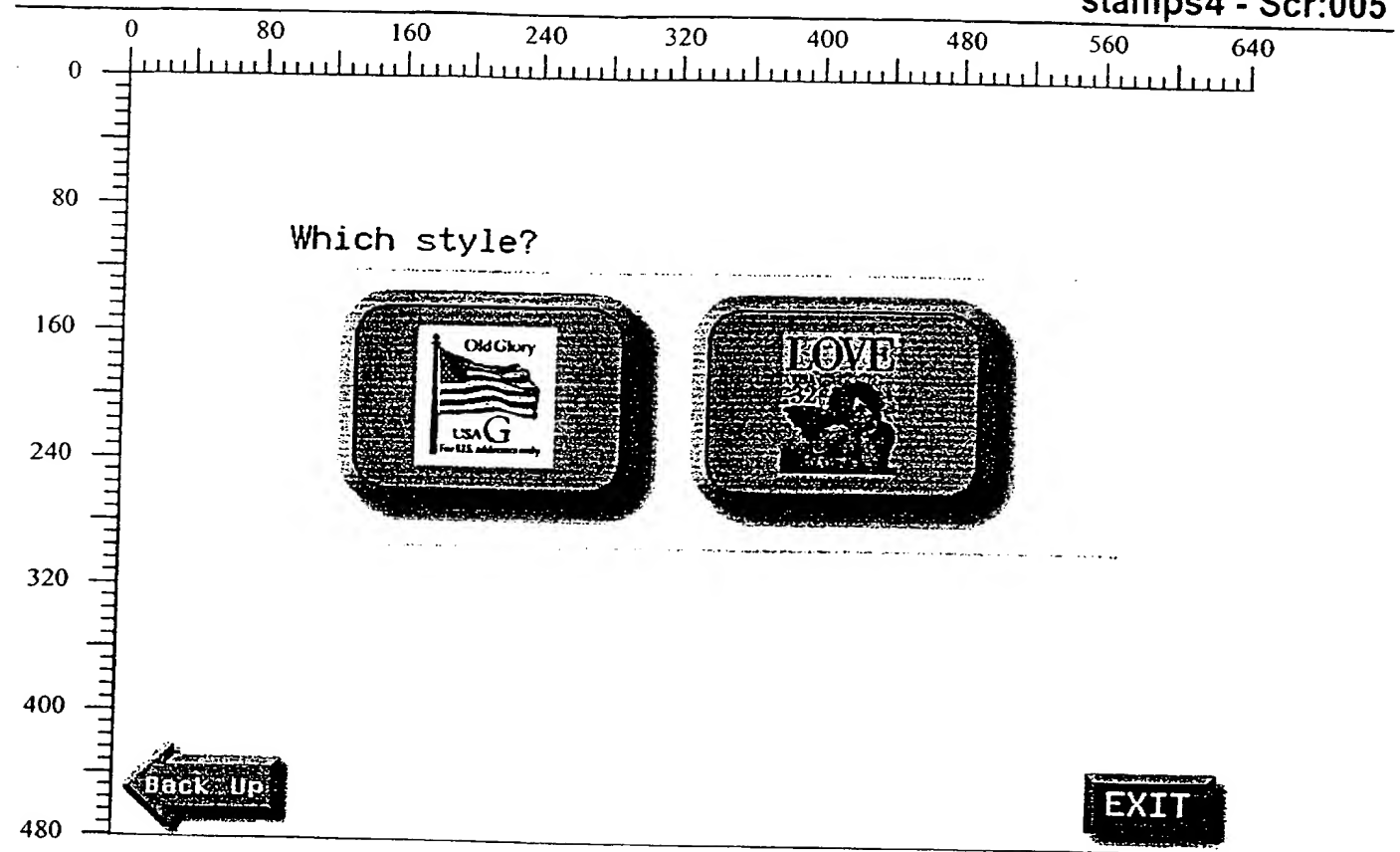
EXIT

VARIABLE ELEMENTS

- (1) 1) [xxc First Class] (c=cent sign) - currently 32c
 2) [xxc Postcard] (c=cent sign)
 3) [\$X.xx Priority]
 4) [\$X.xx Express]
 5) [\$X.xx & "Airmail"]
 6) [\$X.xx" (if A different stamp)
- 2) If only sheets of stamps are available buttons should read:
- 20
 40
 60
 80
 100

Fig 131
 131/363

stamps4 - Scr:005



VARIABLE ELEMENTS

SPECIAL GRAPHICS

- 1) Button, left center screen = Bmp.btnstpfl
- 3) Button, right center screen = Bmp.btnstplv

Fig 132

132/363

howpay.a - Scr:006



VARIABLE ELEMENTS

- (1) Number of stamps chosen by user
- (2) The total amount of this stamp purchase
- (3) Bitmap of 32c stamp chosen by user
OR if only one style is available, the available style
Bmp:stpfl OR Bmp:stpl

SPECIAL GRAPHICS:

- a) Stamp graphic--see Variable Element (3) above.
- b) Card graphics are: Bmp:btnlibcd/btnatm/btnamex/btnvis/btnmcd

Fig 133

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howpay.b - Scr:007

VARIABLE ELEMENTS

- (1) If >1 stamp being purchased (as shown):
 "The price for [QUANTITY] [UNIT PRICE] is [TOTAL AMOUNT]."
 If only 1 stamp being purchased, "The price is [TOTAL AMOUNT]."

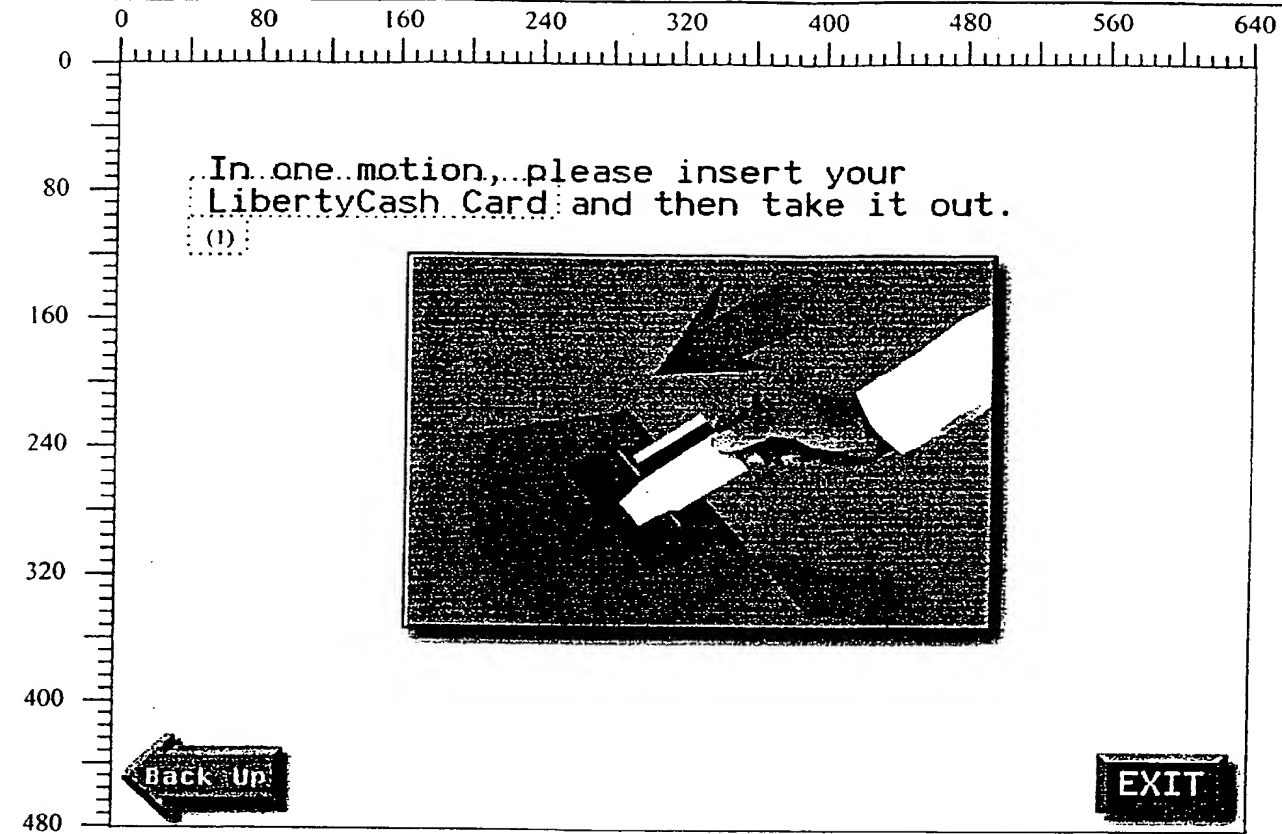
SPECIAL GRAPHICS:

- a) Card graphics are: Bmp:btnlibcd/btnatm/btnamex/btnvis/btnmcd

Fig 134

134/363

swipeit - Scr:008



VARIABLE ELEMENTS

- (1) Use name of card chosen by user.
[LibertyCash Card]
[Visa card]
[MasterCard]
[American Express card]
[ATM card]

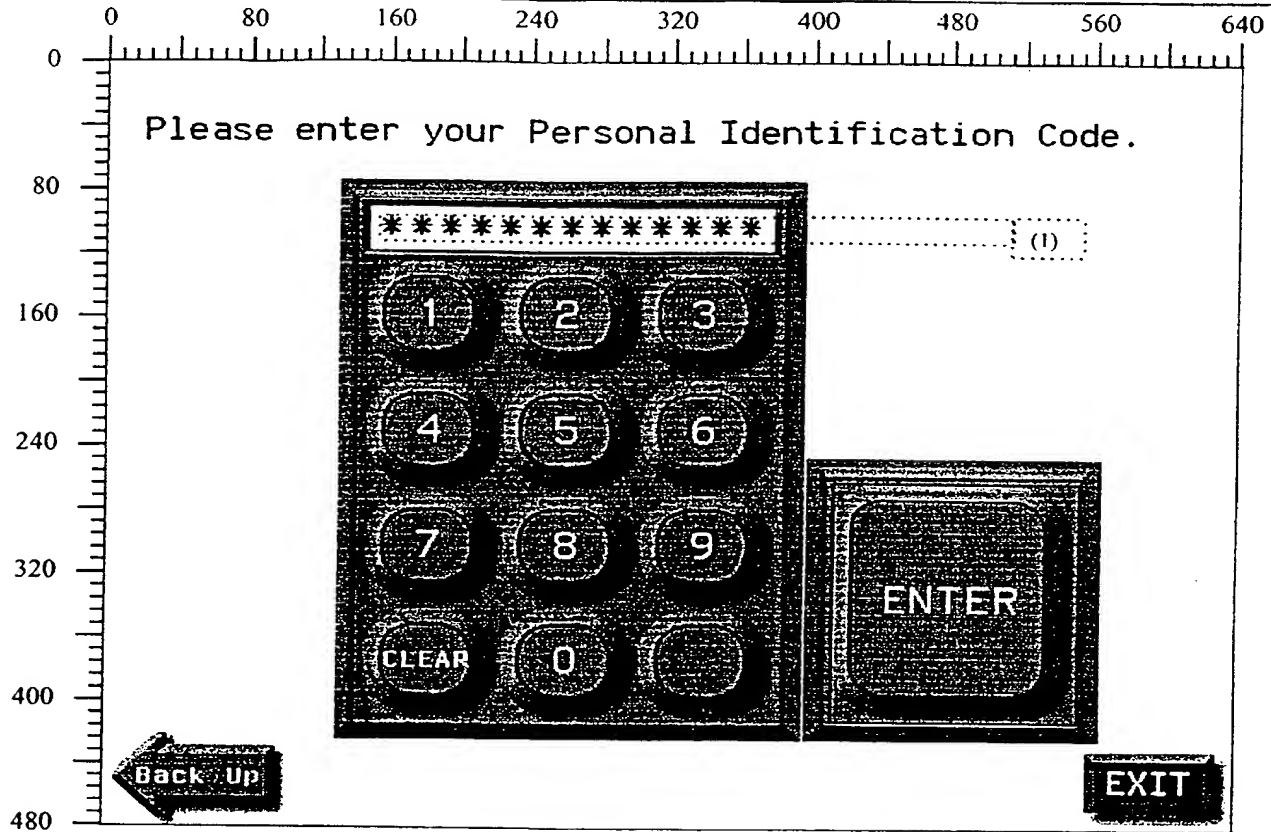
SPECIAL GRAPHICS:

- A) Card insertion graphic is Bmp:dipcd

Fig 135

135/363

numpad.a - Scr:009



VARIABLE ELEMENTS

- (1) User input - System displays an asterisk for each digit input by user

RULES FOR HANDLING INPUT

- A) System displays an asterisk for each digit input by user
- B) System displays up to 14 asterisks
- C) Asterisk alignment is centered (first asterisk appears at center)
- D) System accepts up to 16 digits; >X digits, "boop"
- E) Asterisk alignment is centered (first asterisk appears at center)
- F) Clear button erases all input.

Fig 136
136/363

purchase.a - Scr:010

The screenshot shows an ATM screen with a horizontal scale at the top ranging from 0 to 640. The screen displays the following text and buttons:

Please take your stamps from below
and to the left. (1)

\$32.25 has been charged to your card. (2)

Print Receipt

May I help you with something else?

Yes **No**

EXIT

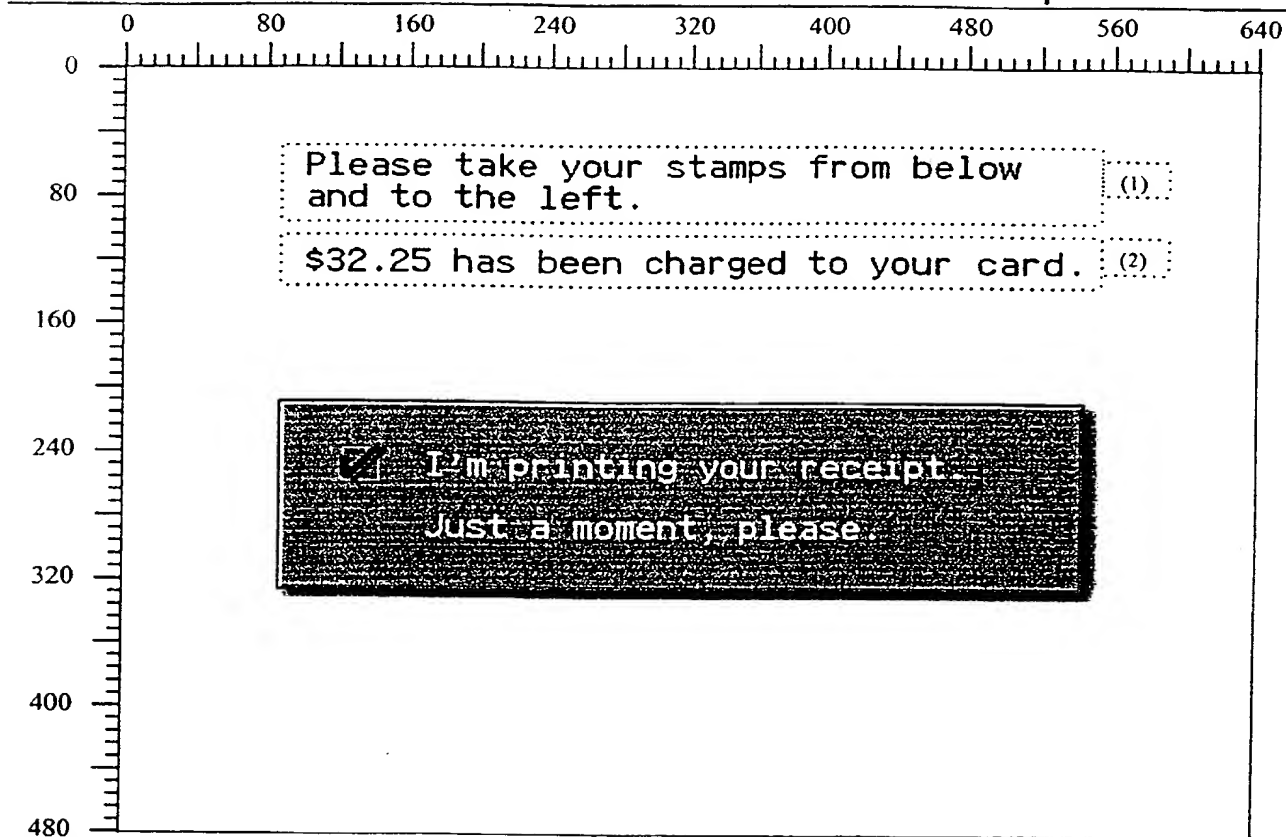
VARIABLE ELEMENTS

- (1) If >1 stamp has been purchased, as above.
If 1 stamp is being purchased or if user is mailing an item:
"Please take your stamp from below and to the left."
- (2) If Lib Cd/Amex/Visa/MasterCd used:
"[AMOUNT] has been charged to your card." (as shown)
- If ATM card used:
"[AMOUNT] has been deducted from your account."

Fig 137

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purchase.b - Scr:011



VARIABLE ELEMENTS

NOTE: ALL VARIABLE ELEMENTS ARE IDENTICAL TO THOSE ON Scr:010

- (1) If >1 stamp has been purchased, as above.
If 1 stamp is being purchased or if user is mailing an item:
"Please take your stamp from below and to the left."
- (2) If Lib Cd/Amex/Visa/MasterCd used:
"[AMOUNT] has been charged to your card." (as shown)
- If ATM card used:
"[AMOUNT] has been deducted from your account."

Fig 138

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purchase.c - Scr:012

0 80 160 240 320 400 480 560 640

0

80 Please take your stamps from below and to the left. (1)

160 \$9.00 has been charged to your card. (2)

240 Please take your receipt from above. (3)

320 May I help you with something else?

400 Yes No

480 EXIT

/VARIABLE ELEMENTS

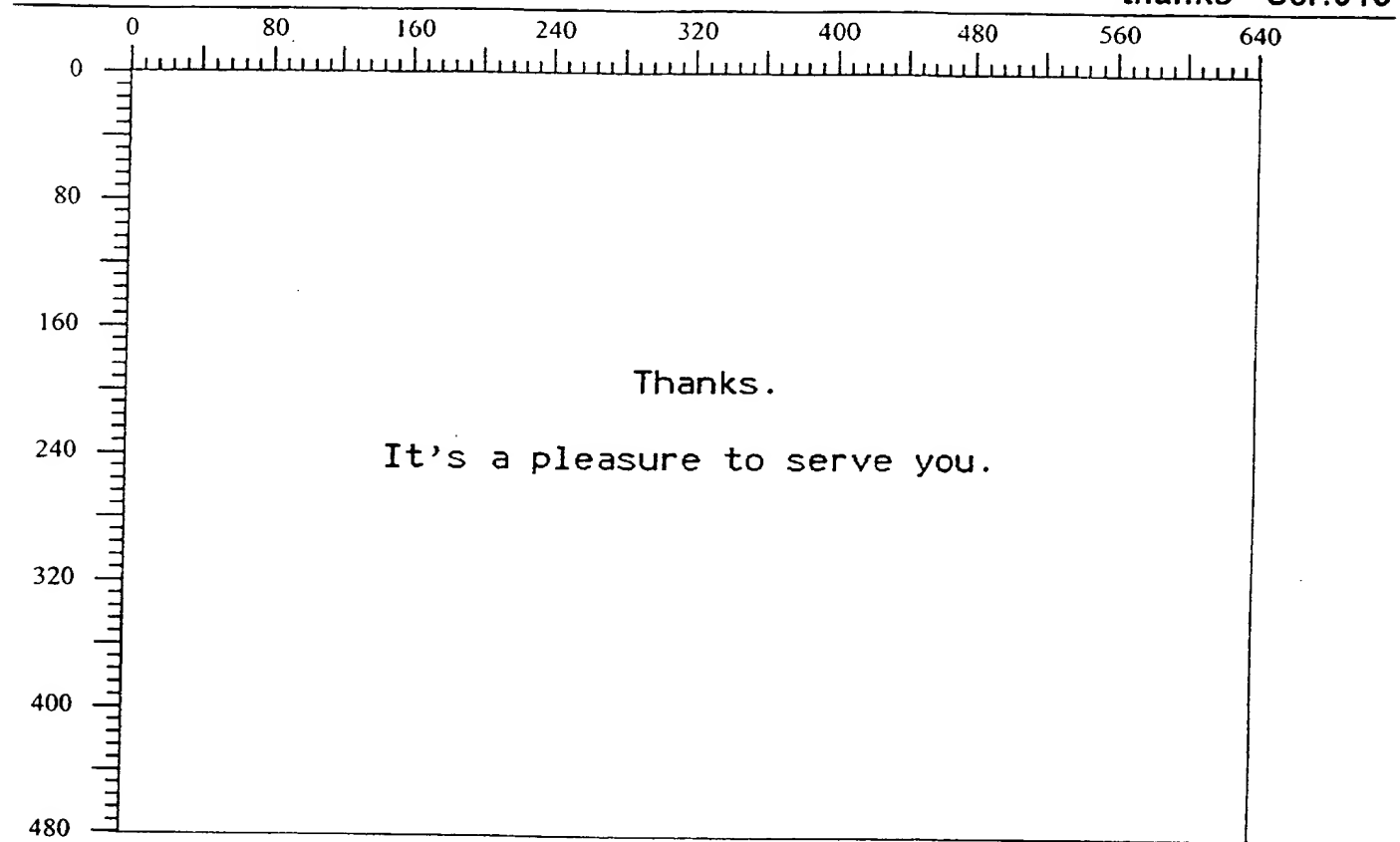
NOTE: ALL VARIABLE ELEMENTS ARE IDENTICAL TO THOSE ON Scr:010

- (1) If >1 stamp has been purchased, as above.
 If 1 stamp is being purchased or if user is mailing an item:
 "Please take your stamp from below and to the left."
- (2) If Lib Cd/Amex/Visa/MasterCd used:
 "[AMOUNT] has been charged to your card." (as shown)
 If ATM card used:
 "[AMOUNT] has been deducted from your account."
- (3) If no receipt printed, suppress.

Fig 139

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thanks - Scr:013

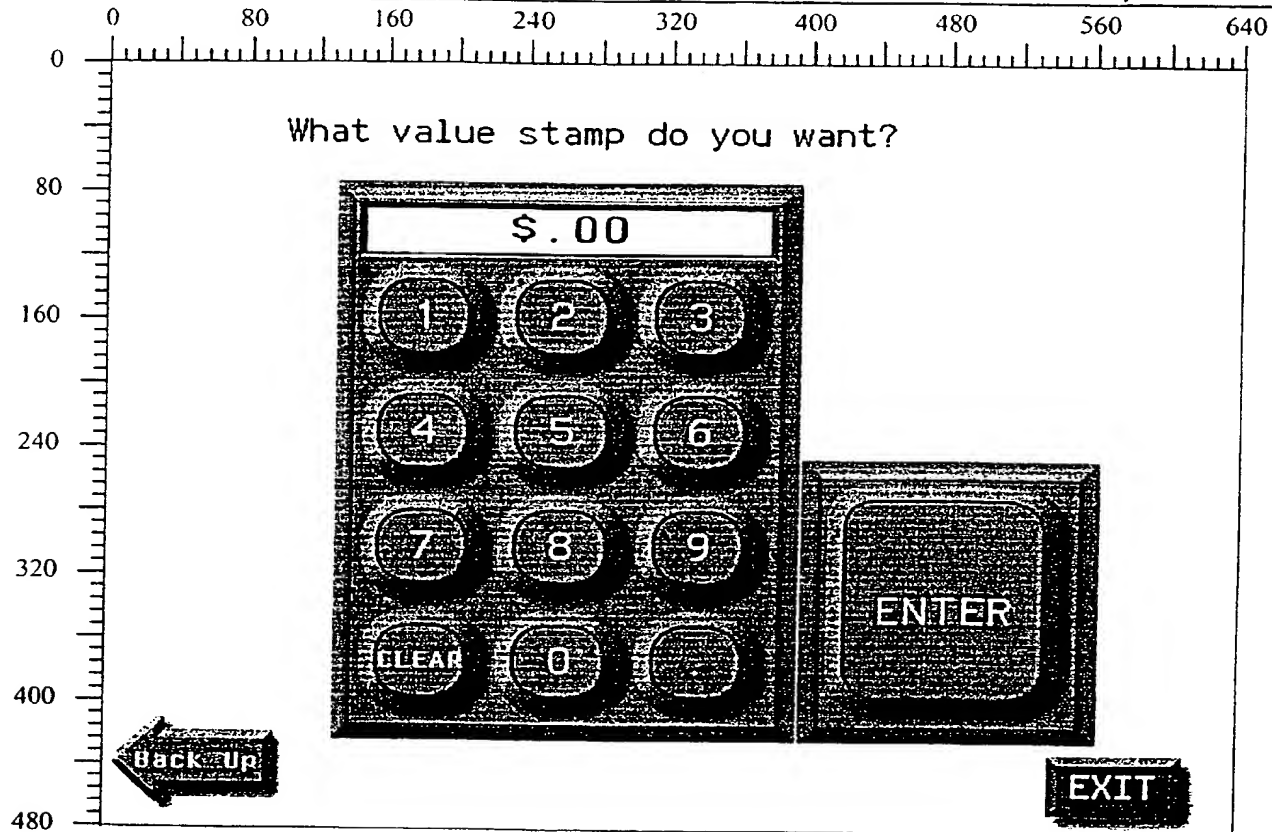


VARIABLE ELEMENTS

Fig 140

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numpad.b - Scr:014



VARIABLE ELEMENTS

RULES FOR HANDLING INPUT

- A) Before user input, System displays "\$.00" as shown above
- B) 1st digit input by user replaces final zero
- C) 2nd digit input by user replaces second-to-last zero
- D) 3rd-5th(?) digits input by user appear to left of decimal, "\$" moves left each time digit is input
- E) 1st decimal input by user sets the decimal.
 If digits already input, they move to left of decimal and digits to the right of decimal are replaced by zeros.
 1st subsequent digit replaces zero in tenths position
 2nd subsequent digit replaces zero in the hundredths position
 2nd decimal produces "boop"
- F) Clear button erases all input.
- G) System displays up to \$999.99(?)

Fig 141

141/363

stamps17.a - Scr:015

0 80 160 240 320 400 480 560 640

0

What would you like to change?

80 (1) 32c First Class

160 Number of Stamps

240 Style of Stamp

320 No change, everything's okay

400 Cancel the order

480

EXIT

VARIABLE ELEMENTS

- (1) The class of stamp chosen by user. Currently only [32c First Class] would appear on this screen, as only 32-cent stamps offer a choice of style. If another type of stamp was chosen by user, app would display Scr:16.

Fig 142

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stamps17.b - Scr:016

0 80 160 240 320 400 480 560 640

0

What would you like to change?

80

160

240

320

400

480

☐ \$3.00 Priority Mail

☐ Number of Stamps

☐ No change, everything's okay

☐ Cancel the order

EXIT

VARIABLE ELEMENTS

- (1) [32c First Class]
[xxc Postcard]
[\$X.xx Priority]
[\$X.xx Express]
[\$X.xx & "Airmail"]
[\$X.xx] (A different stamp)

Fig 143

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canceled - Scr:017

0	80	160	240	320	400	480	560	640
0								
80								
160	Okay, I cancelled it.							
240	May I help you with something else?							
320	<input type="radio"/> Yes <input type="radio"/> No							
400								
480	<input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

Fig 144

144/363

country2 - Scr:018

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which country?

Canada

Mexico

All other countries

Back Up

EXIT

VARIABLE ELEMENTS

Fig 145

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ounces - Scr:019

0 80 160 240 320 400 480 560 640

Which International stamp? (1)

Airmail 1/2 ounce \$.60

Airmail 1 ounce \$1.00

Airmail 1 1/2 ounce \$1.40

A postcard stamp \$.50

A different stamp

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If Canada or Mexico was chosen on Scr:country2:
 "Which stamp for [Canada/Mexico]?"
 If All other countries was chosen on Scr:country2:
 "Which International stamp?" (as shown)

Fig 146

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mailwhat - Scr:020

A screenshot of a mail selection interface. At the top, a horizontal ruler is marked from 0 to 640 in increments of 80. On the left, a vertical ruler is marked from 0 to 480 in increments of 80. The main area contains the text "What are you mailing?" followed by three vertically stacked, rounded rectangular buttons: "Letter", "Large Envelope (larger than 6 1/8" x 11 1/2")", and "Package". At the bottom left, there is a button with a left-pointing arrow and the text "Back Up". At the bottom right, there is a button with the text "EXIT".

What are you mailing?

Letter

Large Envelope
(larger than 6 1/8" x 11 1/2")

Package

Back Up

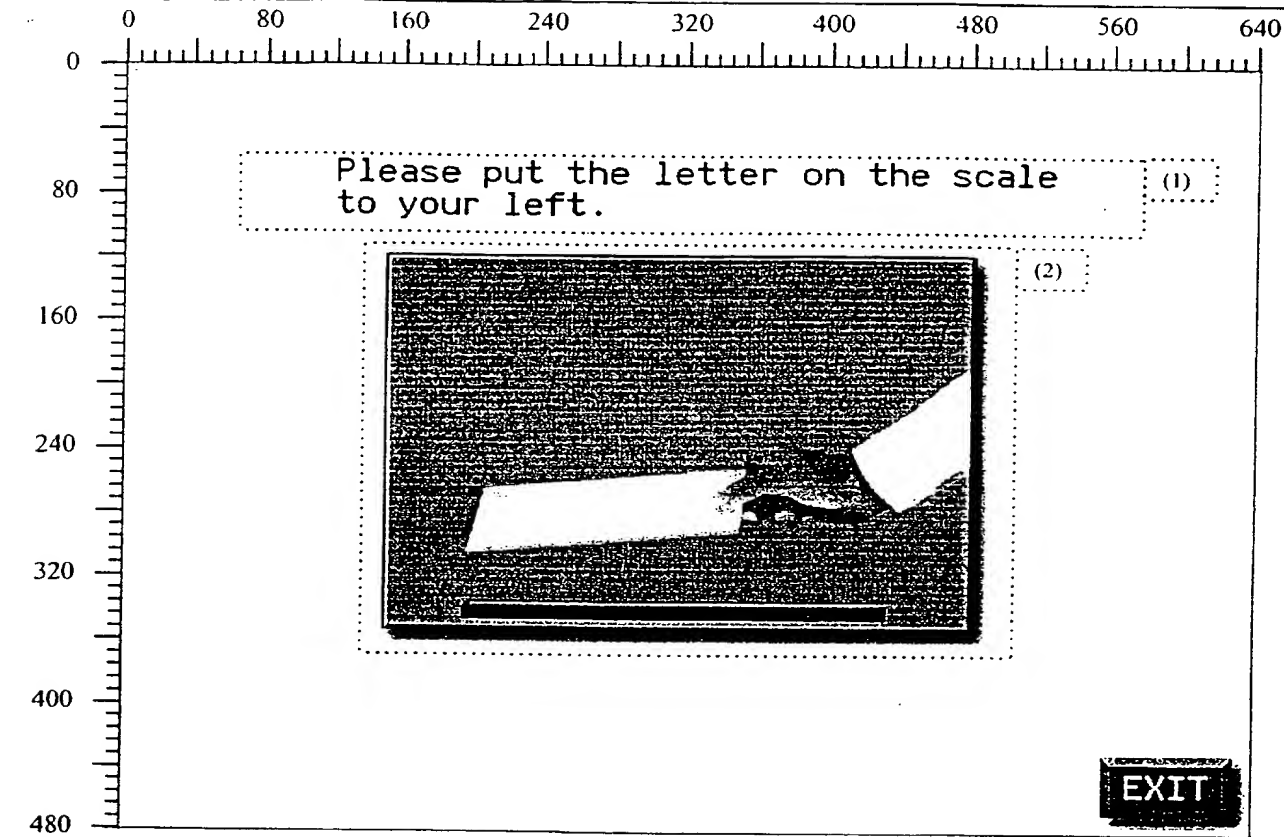
EXIT

VARIABLE ELEMENTS

Fig 147

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thescale - Scr:021



VARIABLE ELEMENTS

- (1) If user came to this screen from Scr:mailwhat or Scr:pkgsize
 "Please put the [letter/package] on the scale
 to your left."
 (as shown above.)

If user came to this screen from Scr:takeoff
 "Thanks."

Now please put the [letter/package] back on
 the scale to your left."

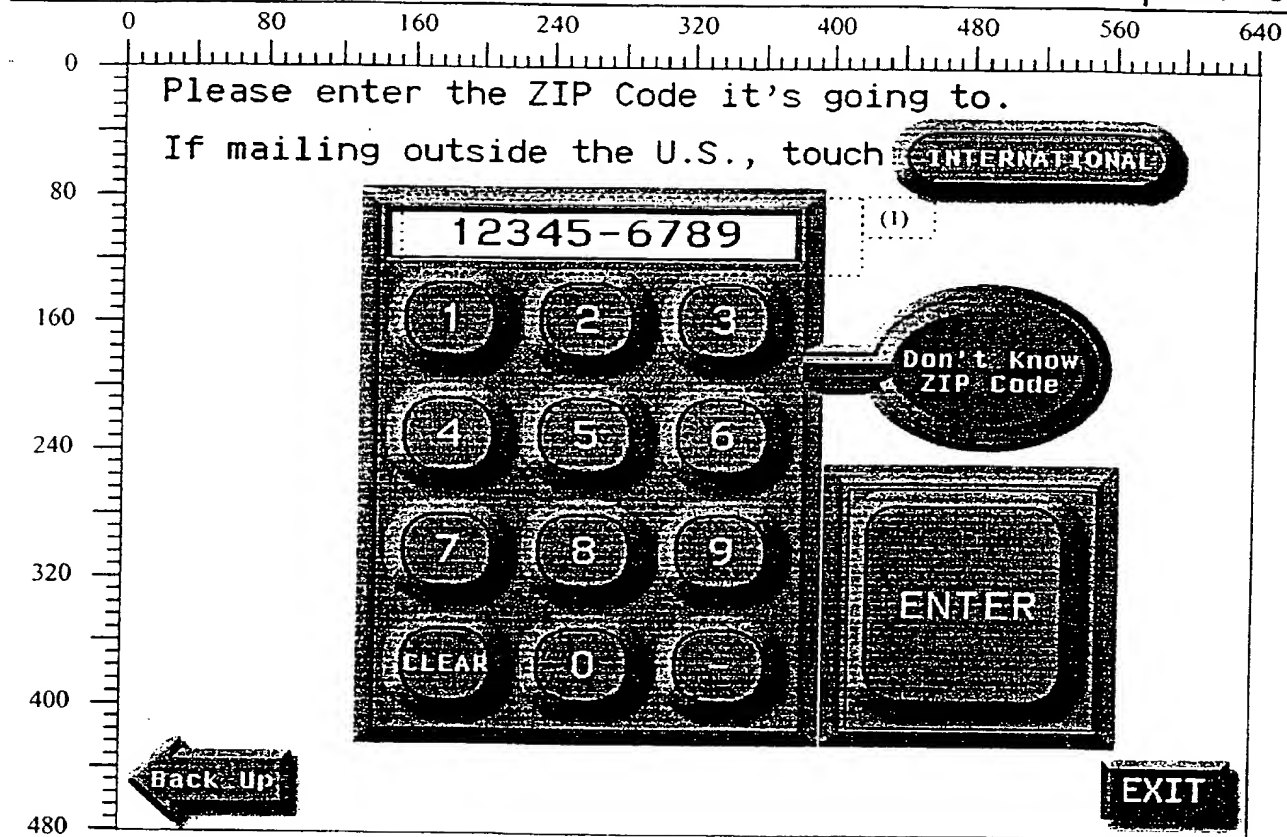
- (2) If user chose to mail a Letter or Large Letter:
 Graphic is Bmp:scalelet (as shown)
 If user chose to mail a Package:
 Graphic is Bmp:scalepkg

SPECIAL GRAPHICS

- 1) Scale graphic--see Variable Element (2) above.

Fig 148
 148/363

numpad.c - Scr:022



VARIABLE ELEMENTS

- (1) User input. See Rules for Handling User Input, below.

RULES FOR HANDLING USER INPUT

- (1) System displays a numeral or hyphen for each character input by user
- (2) System displays up to 5 numerals & hyphen & 4 numerals
- (3) Character alignment is centered (first character appears at center)
- (4) "Clear" erases all input
- (5) Hyphen input is accepted only in position 6, otherwise, "boop"
- (6) Touching Enter returns the entered characters and rules for handling input are invoked (see applicable flow). ZIP & ZIP+4 input both accepted.
- (7) After 5 seconds of no character input, if 5 or 9 digits input, Enter auto-depresses. If not 5 or 9 digits, see Global Flows for Timeouts

Fig 149

149/363

howquick - Scr:023

The ZIP Code is 90061-2468. (1)

First, how quickly do you want this 1 oz letter delivered? (2)

(3)

(4)

(5) 3 days average First Class \$.32

2 days average Priority Mail \$3.00

(8) Tomorrow by noon Express Mail \$10.75

(10)

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If user came to this screen after touching "Don't Know ZIP Code" on Scr:022 and finding the ZIP or ZIP+4:
Text as shown ("The ZIP Code is [ZIP/ZIP+4]")
- If user entered own ZIP or ZIP+4 on Scr:022, or by touching "Yes" on Scr:040 ("Do you want to mail it to [address, including ZIP]?"):
Suppress this entire line of text.
- (2) [WEIGHT OF ITEM]
- (3) If user chose letter or large envelope: as above.
If user chose package: [package]
- (4) If in See Mailing Costs: "will"
- (5) If user item qualifies for Parcel Post, display:
"[DELIVERY STANDARD]
Parcel Post"
and appropriate rate for the weight of the item and the destination.
- (6) The First Class rate for weight detected on scale
- (7) The Priority flat rate/rate for weight detected on scale)
- (8) Delivery standard for Express Mail
- (9) The Express rate for weight detected on scale
- (10) Buttons are displayed only if item's weight and destination qualify it for the specific service AND if the service is available to the selected ZIP.

Fig 150
150/363

candeliv - Scr:024

(1) We can deliver a 1 oz letter Priority Mail to SCHENECTADY, NY 12345, probably by Wednesday. The postage is \$3.00

(2) How may I help you?

(3) Get proof of delivery
I'm sorry, I can't do this now

(4) Buy the \$3.00 stamp
Already stamped, buy less postage

Back Up

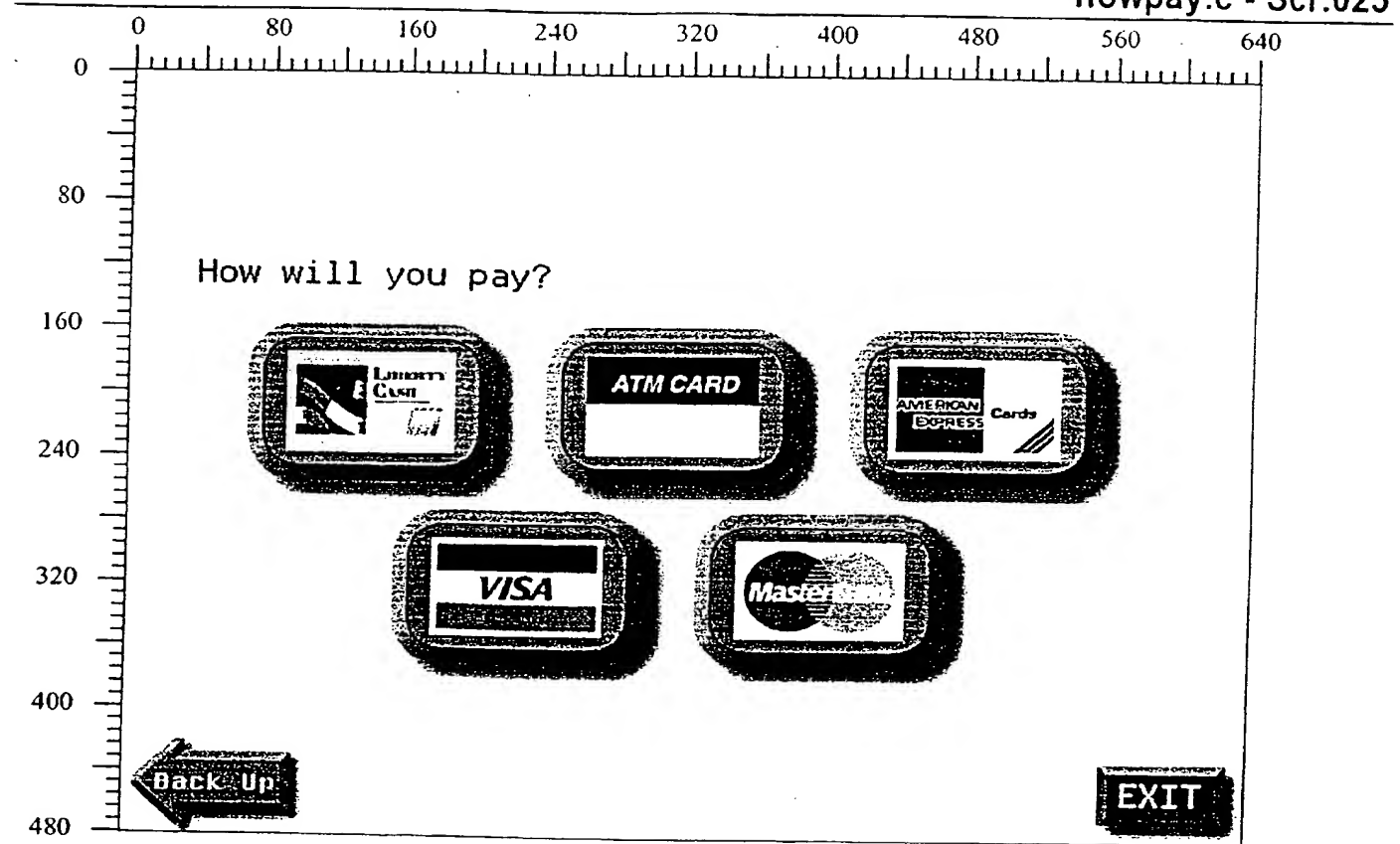
EXIT

VARIABLE ELEMENTS

- (1) "We can deliver a [WEIGHT] [Priority Mail/First Class] to [City, ST ZIP/ZIP+4], probably by [DAY]."
- (2) [PRICE] price of postage for weight of item at selected class.
- (3) If Certified Mail forms not available: as shown
If Certified Mail forms are available: suppress error message & center remaining text vertically on button
- (4) [PRICE] price of postage for weight of item at selected class.

Fig 151
151/363

howpay.c - Scr:025



VARIABLE ELEMENTS

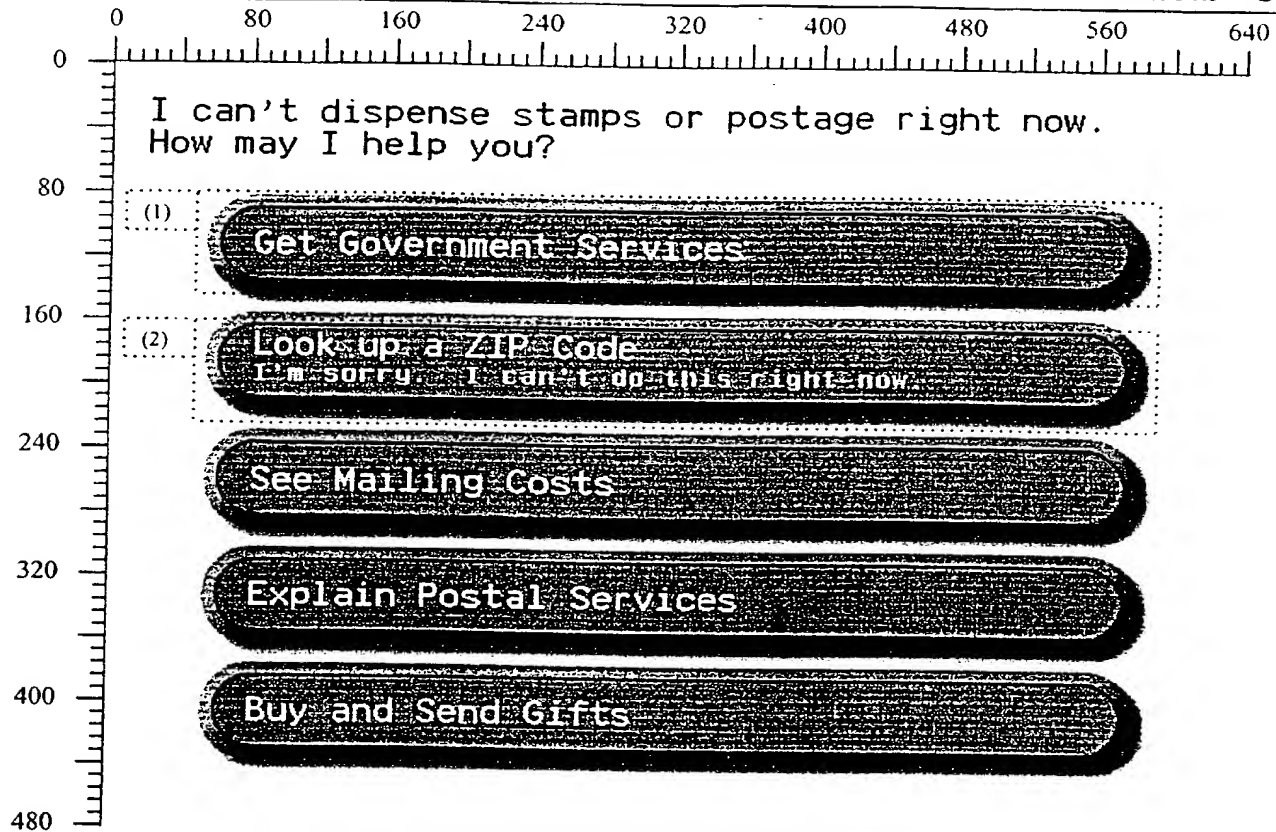
SPECIAL GRAPHICS:

a) Card graphics are: Bmp:btnlibcd/btnatm/btnamex/btnvis/btnmcd

Fig 152

152/363

hello.b - Scr:026



VARIABLE ELEMENTS

- 1) If Wings app is not available, suppress this button.
- 2) If AMS is not available: as shown
If AMS is available:
Suppress error message and center Look Up a ZIP Code vertically on button

Fig 153

153/363

DiffCard - Scr:027

The screenshot shows a graphical user interface with a horizontal scale at the top ranging from 0 to 640 in increments of 80. On the left side, there is a vertical scale ranging from 0 to 480 in increments of 80. The main display area contains the following text and elements:

- A dashed rectangular box containing the text: "I'm sorry. Your bank did not give approval for this charge. Please contact them for further information."
- Below this box, the text: "Would you like to use another card?"
- Two oval buttons labeled "Yes" and "No" are positioned below the question.
- In the bottom right corner, there is a rectangular button labeled "EXIT".

VARIABLE ELEMENTS

- (1) Financial institution did not approve purchase:
If ATM/Amex/Visa/MasterCard
Text as above.
- If Liberty Card:
TBA
- (2) If financial institution does not allow another PIN try:
"I'm sorry. Your bank did not accept that code."
"I'm sorry. I did not recognize that code."
- For further assistance, please see a
postal representative during regular
business hours."

Fig 154

154/363

geotbl - Scr:028

Which Country?

(1) Netherlands

Netherlands Antilles

New Caledonia

New Zealand

Newfoundland

(2) More

(3) More

Back Up

EXIT

VARIABLE ELEMENTS Country/City/State names are derived from Look-Up Tables

- (1) App displays nearest alpha match on third button unless:
 - a. If nearest match is or 1st alphabetically display first alpha country (i.e., Abu Dhabi) on 1st button.
 - b. If nearest match is 2nd alphabetically display nearest alpha country on 2nd button.
 - c. If nearest match is next-to-last alphabetically display last alpha country on last button.
 - d. If nearest match is last alphabetically display last alpha country (i.e., Zimbabwe) on last button.
- (2) If top button displays first alpha entry in Look-Up Table: Suppress this button.
- (3) If bottom button displays last alpha entry in Look-Up Table: Suppress this button.

Fig 155

155/363

qwerty.a - Scr:029

To get the ZIP Code, put in the state's two-letter code. Or put in the first four letters of the state's name. Then Enter.

1 2 3 4 5 6 7 8 9 0 Clear

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

Space # &

Back Up EXIT

VARIABLE ELEMENTS

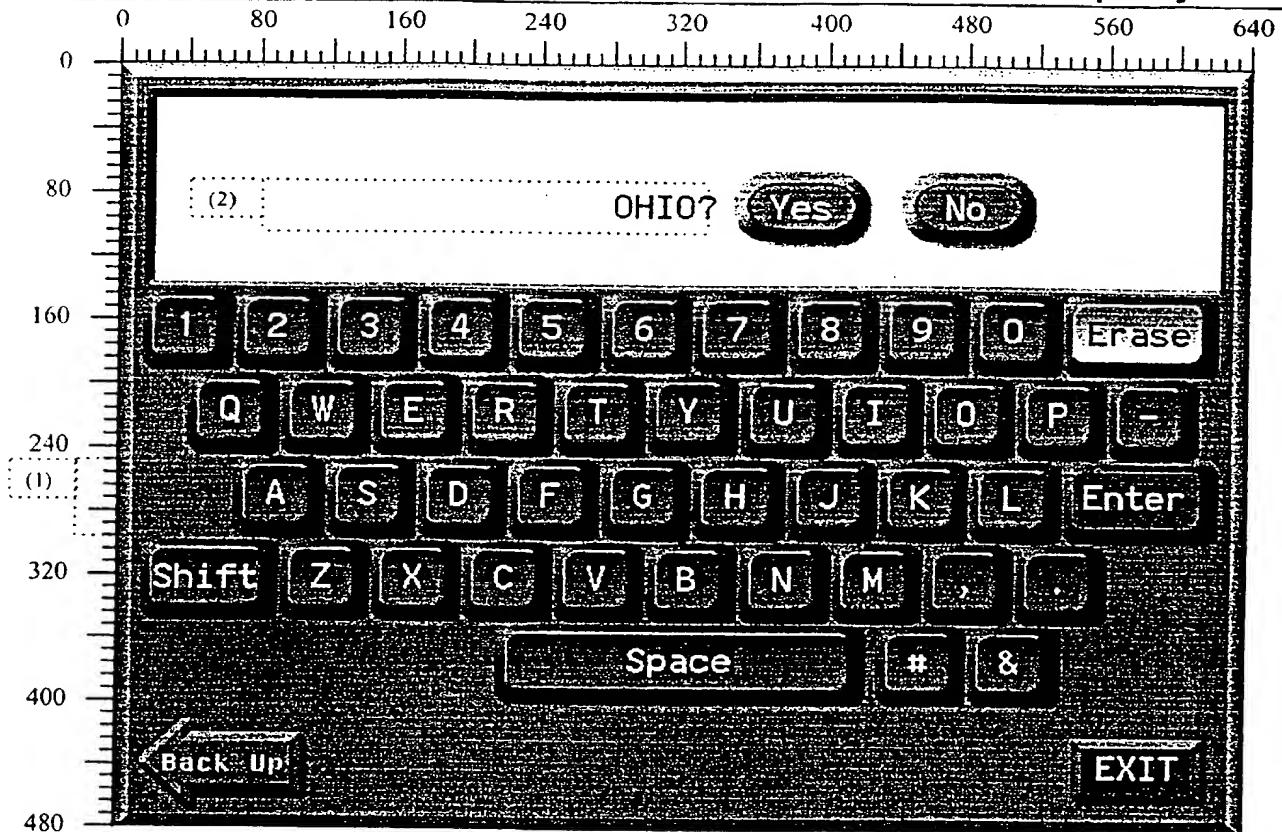
- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear". When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) If user came to this screen by touching the International button on Scr:022: (in following example virgule (/) represents line break)
"Please touch the first letter of the /country's name. Then Enter."
- (4) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT

- (1) Before input, System displays an underscore where 1st letter will appear.
- (2) System accepts up to 20 letters and/or spaces.
- (3) Letters appear with left alignment.
- (4) If user touches numbers or symbols, "boop."
- (5) If user touches letter or Space after maximum has been input, "boop."
- (6) If user makes no valid letter entry and touches Enter, "boop."
- (7) When yellow button says "Clear," it equals Back Up

Fig 156
156/363

qwerty.b - Scr:030



VARIABLE ELEMENTS

(1) Shift button toggles letter keys between upper and lower case letters.

(2) If coming from Scr:029
Var:statname

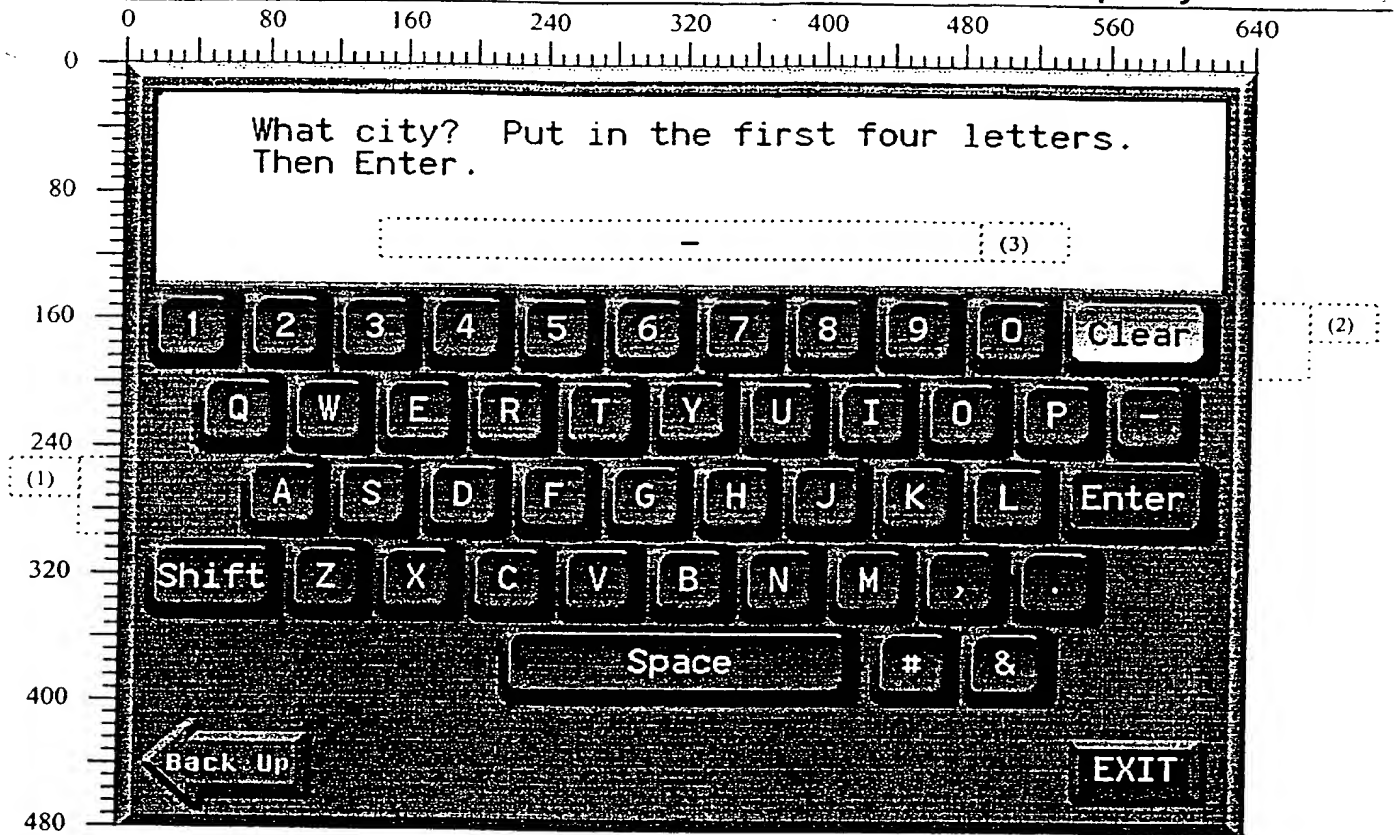
If coming from Scr:031
Var:cityname

RULES FOR HANDLING USER INPUT

- (1) Only Yes, No, Y & N keys are enabled. Y=yes N=No.
- (2) "Clear" equals Back Up

Fig 157
157/363

qwerty.c - Scr:031



VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear"
When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT

- (1) Before input, System displays an underscore where 1st letter will appear.
- (2) System accepts up to 28(?) letters and/or spaces.
- (3) Letters appear with left alignment.
- (4) If user touches numbers or symbols (except hyphen), "boop."
- (5) If user touches letter or Space after maximum has been input, "boop."
- (6) If user makes no valid letter entry and touches Enter, "boop."
- (7) When yellow button says "Clear," it equals Back Up

Fig 158
158/363

qwerty.d - Scr:032

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please fill in the rest of the address.
Then Enter.

SPRINGFIELD, OH

1 2 3 4 5 6 7 8 9 0 Clear

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

Space # &

Back Up EXIT

(3)

(4)

(5)

(2)

(1)

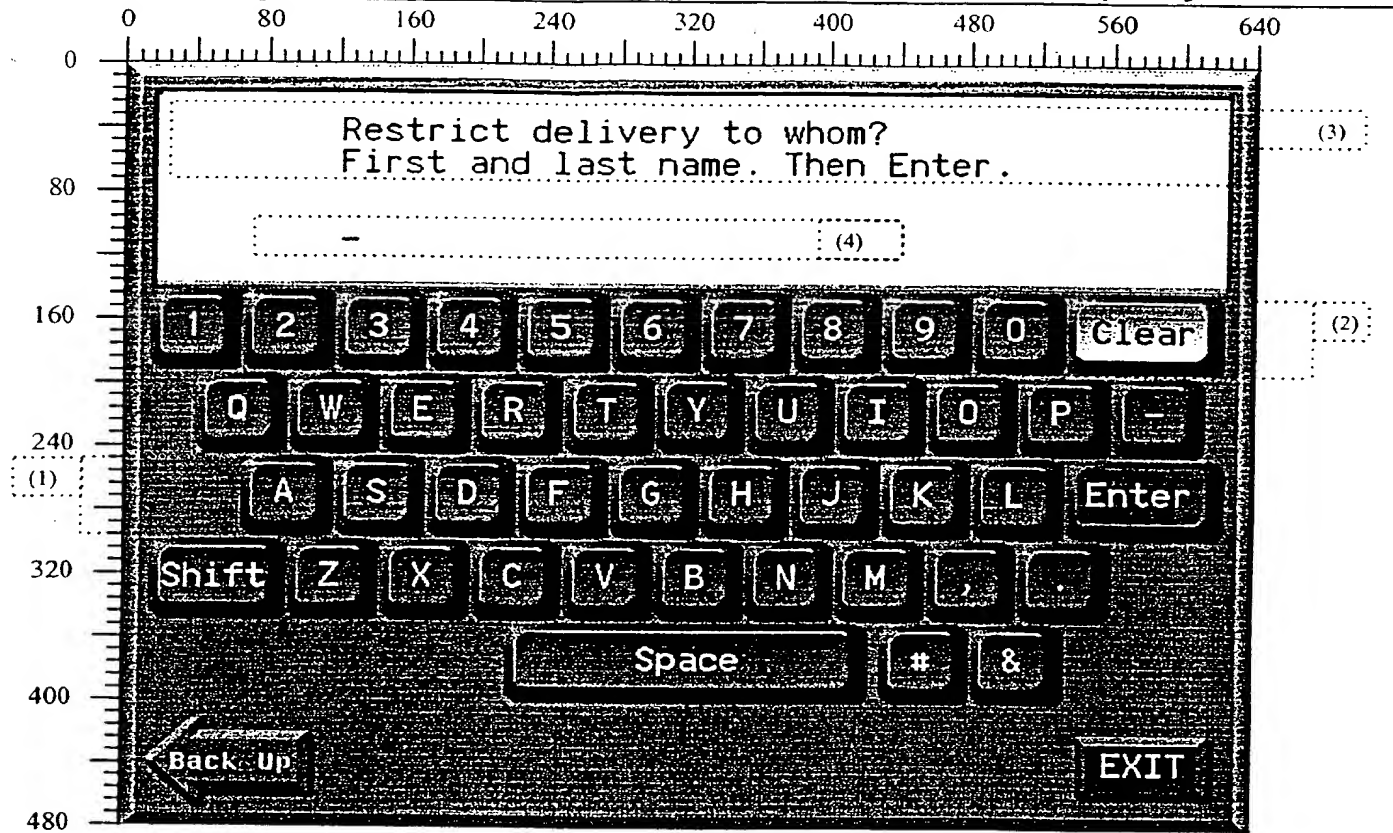
VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear"
When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) If user is entering address to find ZIP: as above.
If user is entering address for Certified or Express
"Street address? Then Enter." (as above)
If user is entering current address for Hold Mail:
"Your street address? Then Enter."
If user is entering current address for Change of Address:
"Current street address? Then Enter."
If user is entering new address for Change of Address:
"New street address? Then Enter."
- (4) User input followed by cursor (underscore).
- (5) City/State/ZIP based on user ZIP input.

ULES FOR HANDLING USER INPUT: Same as for Scr:033

Fig 159
159/363

qwerty.e - Scr:033



VARIABLE ELEMENTS

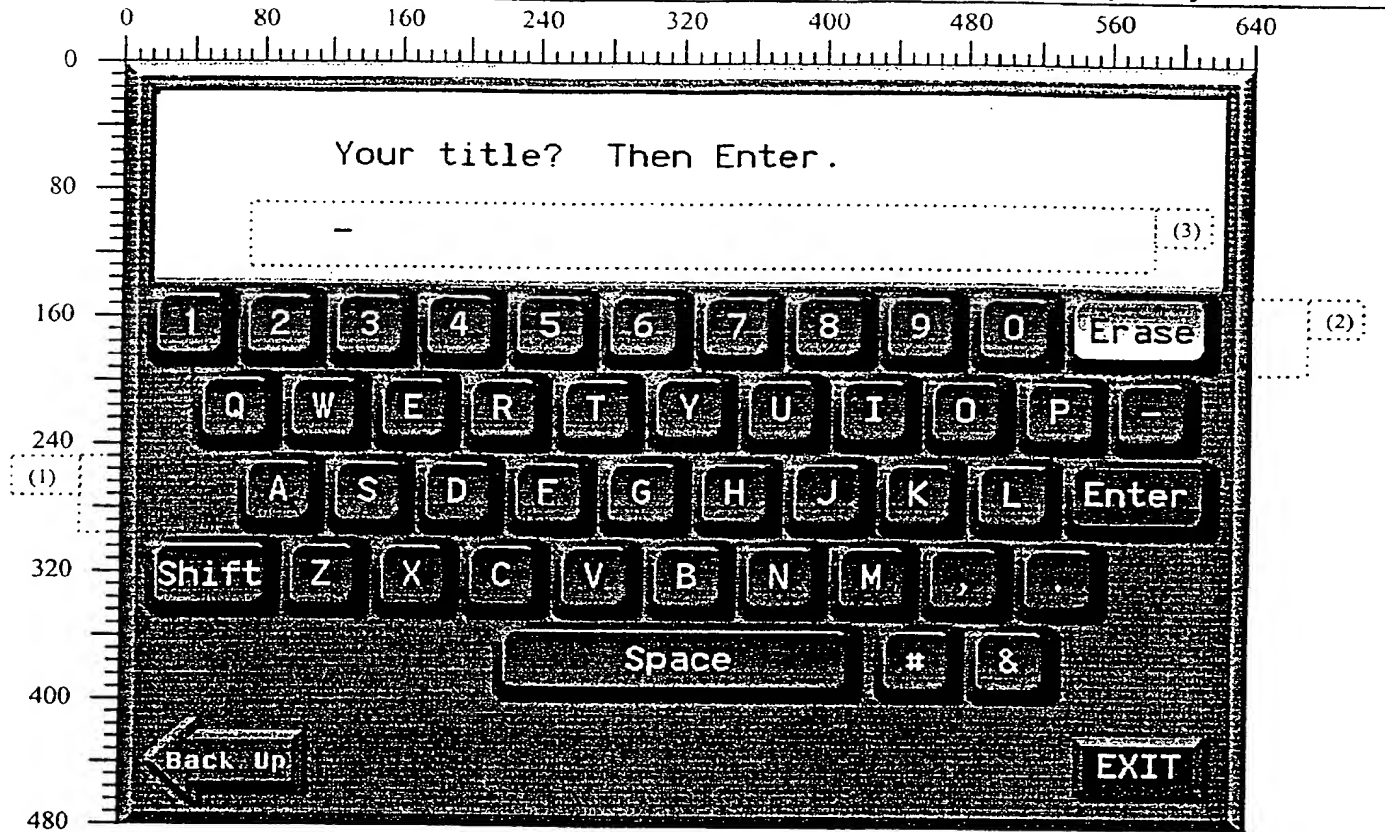
- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any character has been input, "Erase" button reads "Clear". When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) **Var: nameentry**
- (4) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT

- (1) Before input, System displays an underscore where 1st letter will appear.
- (2) System accepts up to 40 characters and/or spaces.
- (3) Letters appear with left alignment.
- (4) If user touches character or Space after maximum has been input, "boop."
- (5) If user makes no valid character entry and touches Enter, "boop."
- (6) When yellow button says "Clear," it equals Back Up

Fig 160
160/363

qwerty.f - Scr:034



VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any character has been input, "Erase" button reads "Clear". When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) Cursor (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT:

Same as for Scr:033

Fig 161
161/363

qwerty.g - Scr:035

VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear".
When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) If entering a business name for Hold Mail or Change of Address:
as above.
Otherwise: "Business Name? Then Enter."
- (4) Curser (underscore) to indicate area of user input.

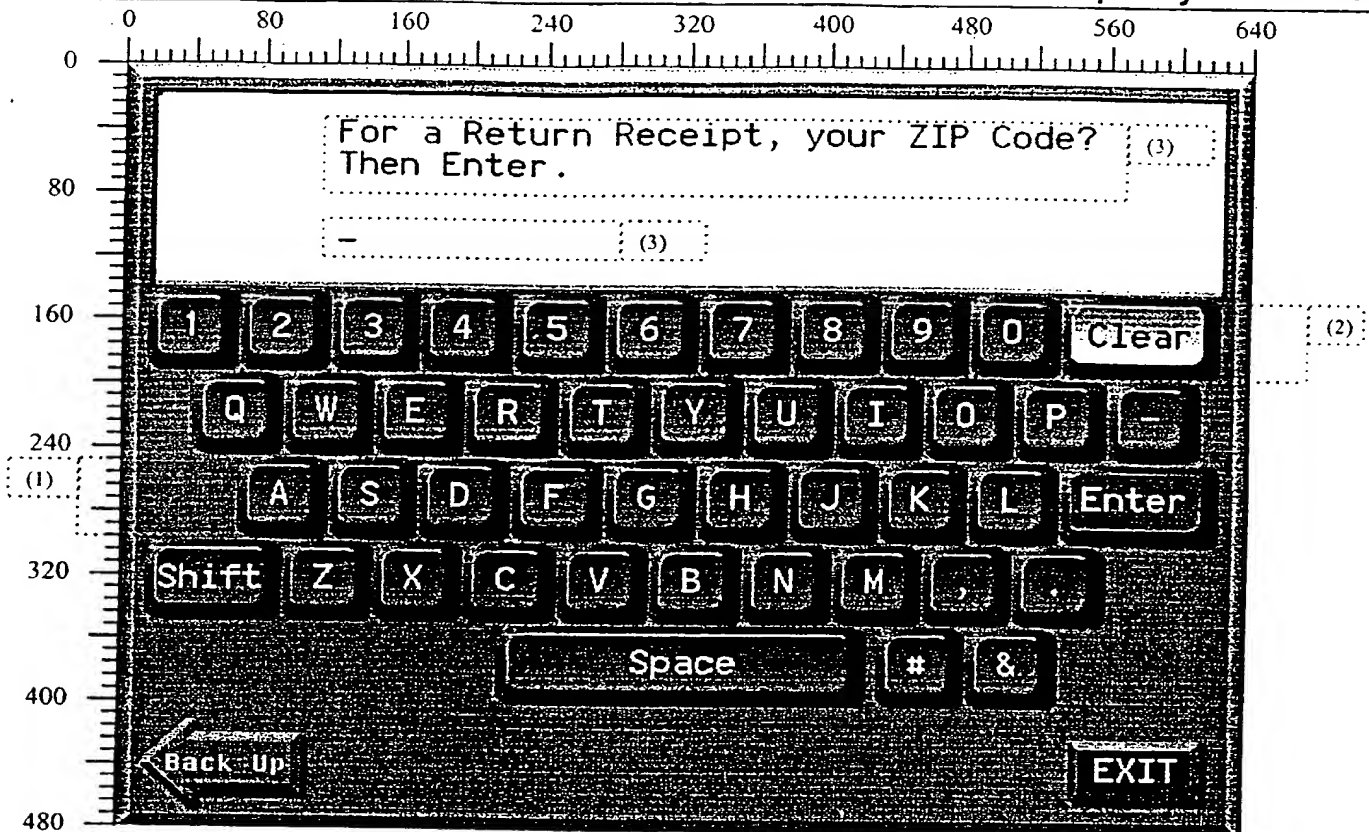
RULES FOR HANDLING USER INPUT:

Same as for Scr:033

Fig 162

162/363

qwerty.h - Scr:036



VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear". When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) For a Return Receipt: as above.
For return address on an Express Mail label:
"Your ZIP Code? Then Enter."
For current ZIP, Change of Address, one-at-a-time change:
"What is the ZIP Code today? Then Enter."
- (4) Curser (underscore) to indicate area of user input.

RULES FOR HANDLING USER INPUT

- (1) Before input, System displays an underscore where 1st number will appear.
- (2) System accepts up to 11 numbers and/or hyphens
- (3) Numbers appear with left alignment
- (4) If user touches letters or symbols (except hyphen), "boop."
- (5) If user touches any character after maximum has been input, "boop."
- (6) If user makes no valid letter entry and touches Enter, "boop."
- (7) When yellow button says "Clear," it equals Back Up

Fig 163
163/363

busres - Scr:037

The screenshot shows a screen with a coordinate grid. The horizontal axis (X) is at the top, ranging from 0 to 640 with major ticks every 80 units and minor ticks every 16 units. The vertical axis (Y) is on the left, ranging from 0 to 480 with major ticks every 80 units and minor ticks every 16 units. The screen content is as follows:

- A question box with a dotted border is located at approximately X=230, Y=160. It contains the text: "Is the address for the Return Receipt for a residence or a business?" followed by a small "(1)" in a box.
- Below the question are two large, dark, rounded rectangular buttons. The top button is labeled "Residence" and is located at approximately X=370, Y=240. The bottom button is labeled "Business" and is located at approximately X=370, Y=320.
- In the bottom left corner, there is a button with a left-pointing arrow and the text "Back Up", located at approximately X=150, Y=450.
- In the bottom right corner, there is a button labeled "EXIT", located at approximately X=780, Y=450.

VARIABLE ELEMENTS

- (1) If for a Return Receipt address: as above.
If for a recipient address:
 "Is it going to a residence or business?"
If for a return address on an Express Mail label:
 "Is the return address a residence
 or business?"

Fig 164
164/363

pkgsize - Scr:038

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

If there is any question about whether
your package will fit, please check
the size to the left.

Will your package fit?

Yes

Not sure

Back Up

EXIT

VARIABLE ELEMENTS

Fig 145
145/363

toobig - Scr:039

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

To mail a package here, first please
check to be sure your package will fit
in the package mail box.

(1) If it doesn't fit, please take it to a
window to mail it.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If CST is not located in PO:
"Post Office"

Fig 166

166/363

usethisz - Scr:040

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Do you want to mail it to...

1 SOUTH
PEEKSKILL, NY 10566-2468 (1)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Street/City/St/ZIP+4] input by user or found by system based on user ZIP input.
Only City/St/ZIP displayed if ZIP+4 not found.

Fig 167

167/363

fltrate2 - Scr:041

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Are you mailing it in a Priority Mail Flat Rate envelope?

(Anything that fits costs only \$3.00)

FLAT RATE ENVELOPE

PRIORITY MAIL

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If user chose to mail a Letter or Large Envelope

"Are you mailing it in a Priority Mail Flat Rate envelope?"

(Anything that fits costs only [PRICE OF PRIORITY FLAT RATE])"
(as shown above.)

If user chose to mail a Package:

"Are you mailing it in a Priority Mail box?"

- (2) If user chose to mail a Letter or Large Envelope:
Graphic is Bmp:priflenv

If user chose to mail a Package:
Graphic is Bmp:pribox

SPECIAL GRAPHICS

- 1) Packaging graphic--see Variable Element (2) above.

fig 168
168/363


fltrate3 - Scr:042

0 80 160 240 320 400 480 560 640

0

To be sure of priority handling, your letter must be mailed in a Priority Mail envelope.

80



160

If it won't fit in a Flat Rate envelope, please put it in a Priority Mail regular envelope or box.

240

Which will you use?

320

Priority Mail regular envelope

400

Priority Mail box

480

Back Up

EXIT

VARIABLE ELEMENTS

SPECIAL GRAPHICS:

A) Small priority box--bmp:priboxsm

Fig 169
169/363

fcltr6 - Scr:043

0 80 160 240 320 400 480 560 640

0

80

What would you like to do?

160

Make a change

240

No change, everything's okay

320

Cancel it

400

480

EXIT

VARIABLE ELEMENTS

Fig 170
176/363

reduced.a - Scr:044

0 80 160 240 320 400 480 560 640

0

Some things are less expensive to mail.
Does your package qualify for a reduced rate?

(1)

80 No, send it regular Parcel Post

160 Yes, reduced rate for books or computer software

240 Yes, reduced rate for records, tapes or sheet music

320 Yes, reduced rate for medical material
(To doctors, hospitals, medical schools or students)

400 Yes, reduced rate for bound advertising,
promotion, directory or editorial material

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Display only reduced rate categories that weight of item allow s.

Fig 171
171/363

warning - Scr:045

Warning, reduced rate packages may be opened and inspected.

If upon inspection, a package is found to have insufficient postage, it may not be delivered.

What would you like to do?

Send it reduced rate

Send it regular Parcel Post

Back-Up

EXIT

VARIABLE ELEMENTS

Fig 172
172/363

certopt1 - Scr:046

0 80 160 240 320 400 480 560 640

0 Which Certified Mail option?
Prices include postage.

80 Proof of delivery kept at the Post Office \$1.67 (1)

160 Return Receipt sent to you \$2.77 (2)

240 Restricted delivery to a specific person \$4.42 (3)

320 Restricted delivery with a Return Receipt sent to you \$5.52 (4)

400 Just send it First Class \$.32 (5)

480 Back Up (6) EXIT

VARIABLE ELEMENTS

- (1) [PRICE] for Certified Mail, no Return Receipt + postage
- (2) [PRICE] for Certified Mail, Return Receipt + postage
- (3) [PRICE] for Certified Mail, Restricted Delivery + postage
- (4) [PRICE] for Certified Mail, Restricted Delivery, Return Rcpt + postage
- (5) [PRICE] for First Class/Priority postage
- (6) If chosen class is First Class
"First Class" (as shown)
If chosen class is Priority
"Priority Mail"

Fig 173
173/363

retcpt - Scr:047

The screenshot shows a terminal window with a horizontal scale at the top ranging from 0 to 640 and a vertical scale on the left ranging from 0 to 480. The text displayed is as follows:

(1)

For an additional \$1.10, you can also
get a signed Return Receipt sent to you
with the date of delivery.

Would you like a Return Receipt?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

(1) Price of additional Return Receipt service

Fig 174
174/363

busresHM - Scr:048

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Do you want to hold the mail for a residence
or a business?

Residence

Business

Back-Up

EXIT

VARIABLE ELEMENTS

Fig 175
175/363

cm28 - Scr:049

0 80 160 240 320 400 480 560 640

0

80

160

What would you like to do?

Just send it First Class (1)

240

Everything's okay, send it Certified Mail

320

400

480

EXIT

VARIABLE ELEMENTS

- (1) If chosen class is Priority: "Priority Mail."

Fig 176

176/363

warning5 - Scr:050

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

W A R N I N G

Submitting false or inaccurate information
is against the law.

A confirmation of this Change of Address
request will be sent to both addresses. (1)

Should I go ahead and submit the Change
of Address request? (2)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If Hold Mail, suppress this paragraph.
- (2) If Change of Address: as shown
If Hold Mail:
"Should I go ahead and submit your Hold Mail
request?"

Fig 177

177/363

expbox - Scr:051

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Is your package in an Express Mail box?



Yes No

Back Up EXIT

VARIABLE ELEMENTS

SPECIAL GRAPHICS

A) bmp: expbox

Fig 178

178/363

candelv2 - Scr:052

0 80 160 240 320 400 480 560 640

0

80

160

We can deliver a 1 oz Express Mail
to SCHENECTADY, NY 12345, tomorrow by noon
if you mail it here before 6:10 PM today. (1)

240

The postage is \$10.75 (4)

320

Have you already filled out the Express Mail
label?

400

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Var:candel2 (Sentence which informs users how quickly a mailed item will be delivered at Express Mail class, depending on time of day and destination ZIP)
- (2) [PRICE] of Express Mail for weight detected on scale

Fig 179
179/363

fillexp - Scr:053

The screenshot shows a terminal window with a grid of 640x480 pixels. The top horizontal axis is labeled from 0 to 640 in increments of 80. The left vertical axis is labeled from 0 to 480 in increments of 80. The text "Would you like me to fill out the Express Mail label for you?" is centered in the window. Below the text are two oval buttons labeled "Yes" and "No". In the bottom-left corner, there is a button labeled "Back Up" with a left-pointing arrow. In the bottom-right corner, there is a button labeled "EXIT".

Would you like me to fill out the
Express Mail label for you?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

Fig 180
180/363

candelv3 - Scr:054

0 80 160 240 320 400 480 560 640

(1) 0

80 How may I help you?

160 (2) Get a signed Return Receipt for an additional \$1.10

240 (3) Buy the \$10.75 stamp

320 Already stamped, buy less postage

400

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) If forms ARE available: as shown
 If forms are NOT available:
 "Express Mail labels are available in the Post Office lobby. Please fill one out and take it to a postal representative during regular business hours."
 How may I help you?"
- (2) If Return Receipt forms ARE available:
 "for an additional [PRICE of Return Receipt]?" as shown
 If Return Receipt forms NOT available:
 "I'm sorry. I can't do this now." in smaller font
- (3) [PRICE] of postage for weight detected at Express rate)

Fig 181
 181/363

nodeliv - Scr:055

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Is it okay to deliver this on a weekend
or holiday?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

Fig 182

182/363

nodeliv2 - Scr:056

0 80 160 240 320 400 480 560 640

0

80 Which one?

160 No weekend delivery

240 No holiday delivery

320 No weekend and no holiday delivery

400

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 183

183/363

nosign - Scr:057

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Do you want us to require a signature
before delivery?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

Fig 184

184/363

recaprd - Scr:058

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

It will be delivered to:

JOHN SMITH (1)
THE ABC COMPANY (2)
123 W MAIN ST (3)
SPRINGFIELD, OH 45502-1311 (4)

This is correct

Make a change

EXIT

VARIABLE ELEMENTS

- (1) Name input by user
- (2) Business name input by user (suppress if user chose Residence on Scr:037)
- (3) Street input by user
- (4) City, State & ZIP/ZIP+4, derived from ZIP/ZIP+4 input by user/found by CST.

fig 185

185/363

badzip - Scr:059

The screenshot shows a terminal window with a coordinate grid. The horizontal axis (top) ranges from 0 to 640 in increments of 80. The vertical axis (left) ranges from 0 to 480 in increments of 80. The text content is as follows:

I'm sorry, I can't find ZIP Code 99999. (1)

Do you want to try again?

Yes No

EXIT

VARIABLE ELEMENTS

(1) ZIP or ZIP+4 entered by user.

Fig 186

186/363

mihywse.a - Scr: 060

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

Fig 187

187/363

recaprr - Scr:061

The receipt will be returned to:

JOHN SMITH (1)
THE ABC COMPANY (2)
123 W MAIN (3)
SPRINGFIELD, OH 45504-2468 (4)

This is correct

Make a change

EXIT

VARIABLES

- (1) Name input by user
- (2) Business name input by user (suppress if user chose Residence on Scr:037)
- (3) Street input by user
- (4) City, State & ZIP/ZIP+4, derived from ZIP/ZIP+4 input or found by user.

Fig 188

188/363

cm14 - Scr:062

0 80 160 240 320 400 480 560 640

0

What would you like to change?

80

Name of person

160

Name of business

240

Address

320

No change, everything's okay

400

480

EXIT

VARIABLES

Fig 189

189/363

chg_rr - Scr:063

What would you like to change?

My name

My business

My address

No change, everything's okay

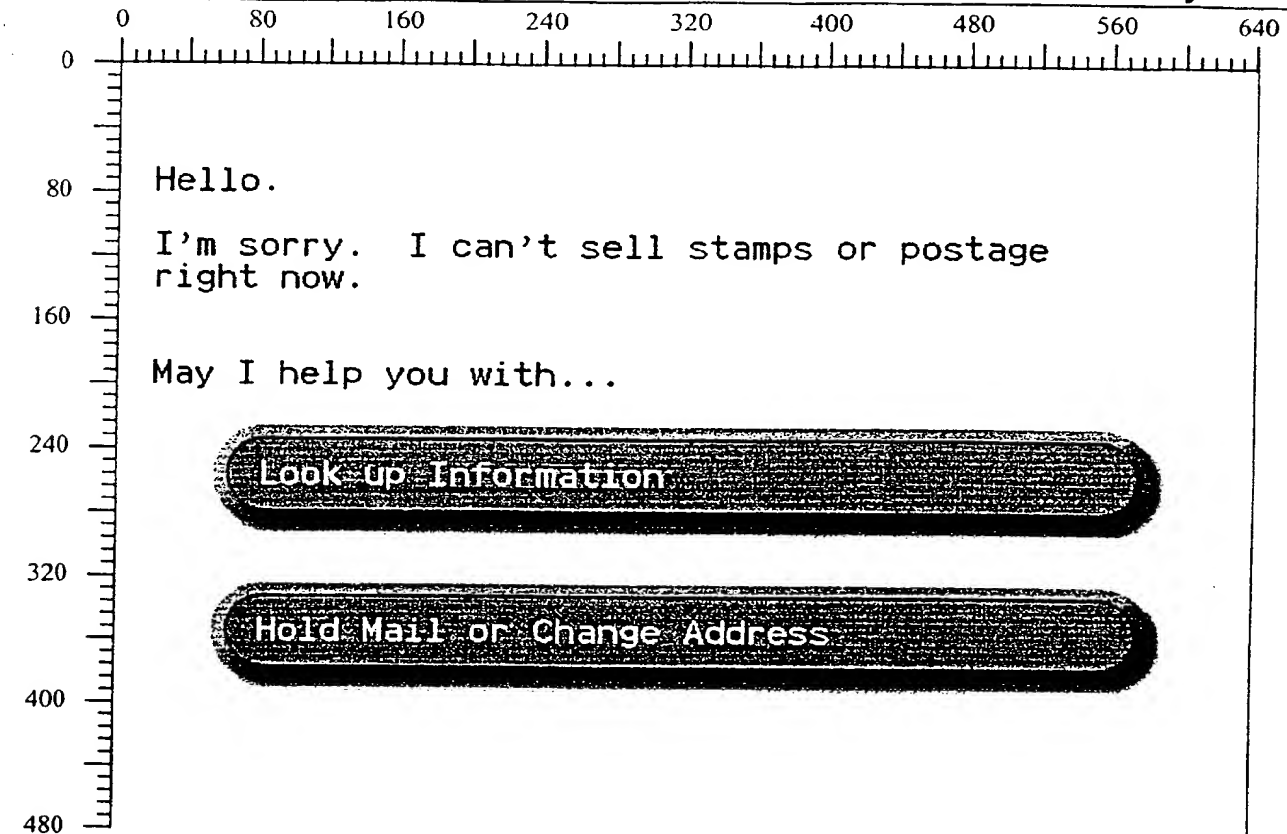
EXIT

VARIABLES

fig 200

190/363

HelloNoPay.a - Scr:064



VARIABLES

Fig 201

191/363

cm25.a - Scr:065

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Please take your Certified Mail form from below. Your stamp is below and to the left. (1)

To apply the Return Receipt card and Certified Mail sticker, follow the instructions on the form. (2)

☒ I'm printing your receipt.
Just a moment, please.

VARIABLES

This is how screen cm25 appears immediately after user selects Yes to Would you like a receipt?

- 1) For Certified Mail text as above and on Screen 066 (see also Variable 2)
 For Express Mail with CST label, no Return Receipt, use designated text on Screen 068
 For Express Mail with CST label and Return Receipt, use designated text on Screen 072
 For Express Mail, user's label with Return Receipt use designated text on Screen 074
 For Express Mail, user's label no Return Receipt, use designated text on Screen 076
 For Priority Mail package in user's packaging, use designated text on Screen 080.

The gray box with message and flashing green arrow appears where the "Would-you-like-a-receipt" prompt and Yes-No buttons occurred on the above-mentioned screens.

- 2) For Certified Mail, Return Receipt:
 Text as above.

For Certified Mail, No Return Receipt:
 To apply the Certified Mail sticker,
 follow the instructions on the form.

Fig 202

cm25.b - Scr:066

The screenshot shows a screen with a ruler at the top and left. The ruler at the top is marked from 0 to 640 in increments of 80. The ruler on the left is marked from 0 to 480 in increments of 80. There are two text boxes, each with a label in the top right corner. Box (1) contains the text: "Please take your Certified Mail form from below. Your stamp is below and to the left." Box (2) contains the text: "To apply the Return Receipt card and Certified Mail sticker, follow the instructions on the form." Below these boxes is the question "Would you like a receipt?" followed by two buttons labeled "Yes" and "No". In the bottom right corner, there is a button labeled "EXIT".

(1) Please take your Certified Mail form from below. Your stamp is below and to the left.

(2) To apply the Return Receipt card and Certified Mail sticker, follow the instructions on the form.

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

- 2) For Certified Mail, Return Receipt:
Text as above.

For Certified Mail, No Return Receipt:
"To apply the Certified Mail sticker,
follow the instructions on the form."

Fig 203

193/363

cm25.c - Scr:067

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Certified Mail form
from below. Your stamp is below and
to the left.

To apply the Return Receipt card and
Certified Mail sticker, follow the
instructions on the form. (2)

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

VARIABLES

1) If no receipt was printed, this text is suppressed.

2) For Certified Mail, Return Receipt:
Text as above.

For Certified Mail, No Return Receipt:
"To apply the Certified Mail sticker,
follow the instructions on the form. "

Fig 204

194/363

cm25.d - Scr:068

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail label from below. Your stamp is below and to the left. (1)

Paste the stamp on the back of the Express Mail envelope.

Follow the instructions on the Express Mail label. Then drop the envelope in an Express Mail box.

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 265
195/363

cm25.e - Scr:069

0	0	80	160	240	320	400	480	560	640
0	<p>Please take your Express Mail label from below. Your stamp is below and to the left.</p> <p>Paste the stamp on the back of the Express Mail envelope.</p> <p>Follow the instructions on the Express Mail label. Then drop the envelope in an Express Mail box.</p> <p>May I help you with something else?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> <p><input type="button" value="Back Up"/> <input type="button" value="EXIT"/></p>								
80									
160									
240									
320									
400									
480									

VARIABLES

Fig 204
196/363

cm25.f - Scr:070

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Please take your Express Mail form
from below. Your stamp is below
and to the left.

Paste the stamp on the back of the
Express Mail envelope.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

Back-Up

EXIT

VARIABLES

- 1) If no receipt was printed, this text is suppressed.

Fig 207
197/363

cm25.g - Scr:071

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left. (1)

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 208
198/363

cm25.h - Scr:072

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left.

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

VARIABLES

- 1) If no receipt was printed, this text is suppressed.

Fig 209
199/363

cm25.i - Scr:073

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

(1)

Please take your Return Receipt card
from below. Your stamp is below and
to the left.

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 210
200/263

cm25.j- Scr:074

Please take your Return Receipt card
from below. Your stamp is below and
to the left.

Please take your receipt from above. (1)

May I show you how to apply the Return
Receipt card and stamp?

Yes No

EXIT

VARIABLES

- 1) If no receipt was printed, this text is suppressed.

Fig 211

201/363

cm25.k - Scr:075

The screenshot shows a screen with a ruler at the top and left. The ruler has markings from 0 to 640 horizontally and 0 to 480 vertically. A dashed rectangular box contains the following text:

Please take your Express Mail stamp
from below and to the left. (1)

Paste the label and stamp on the back
of the Express Mail envelope. Then
drop it in the Express Mail box.

Below the dashed box, the text "Would you like a receipt?" is displayed. Underneath this text are two oval buttons labeled "Yes" and "No". In the bottom right corner of the screen, there is a rectangular button labeled "EXIT".

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 212

202/363

cm25.L - Scr:076

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail stamp
from below and to the left.

Paste the label and stamp on the back
of the Express Mail envelope. Then
drop it in the Express Mail box.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

EXIT

VARIABLES

- 1) If no receipt was printed, this text is suppressed.

Fig 213
203/363

cm25.m - Scr:077

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Express Mail form
and Return Receipt card from below.
Your stamp is below and to the left.

Then follow the instructions on the
form on how to apply the form,
Return Receipt card and stamp to the
Express Mail envelope.

May I help you with something else?

Yes No

EXIT

VARIABLES

Fig 214
204/363

cm25.n - Scr:078

0	80	160	240	320	400	480	560	640
0								
80	Please take your Express Mail label from below. Your stamp is below and to the left.							
160	Paste the stamp on the back of the Express Mail envelope.							
240	Follow the instructions on the Express Mail label. Then drop the envelope in an Express Mail box.							
320	May I help you with something else?							
400	<input type="radio"/> Yes <input type="radio"/> No							
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>							

VARIABLES

Fig 215
205/363

cm25.o - Scr:079

Please take your Return Receipt card
from below. Your stamp is below and
to the left.

May I show you how to apply the Return
Receipt card and stamp?

VARIABLES

Fig 216
206/363

cm25.p - Scr:080

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Priority stamp from below and to the left.

(1)

Would you like a receipt?

Yes No

EXIT

VARIABLES

- 1) If a user chooses "Yes," this text remains as the "I'm-printing-your-receipt.-Just-a-moment,-please." message appears at the lower-middle of the screen (see cm25a, Scr:065).

Fig 2.7
207/363

cm25.p - Scr:081

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Priority stamp from below
and to the left.

Priority stickers are available in the lobby.
Put one on each side of your package.

Please take your receipt from above. (1)

May I help you with something else?

Yes No

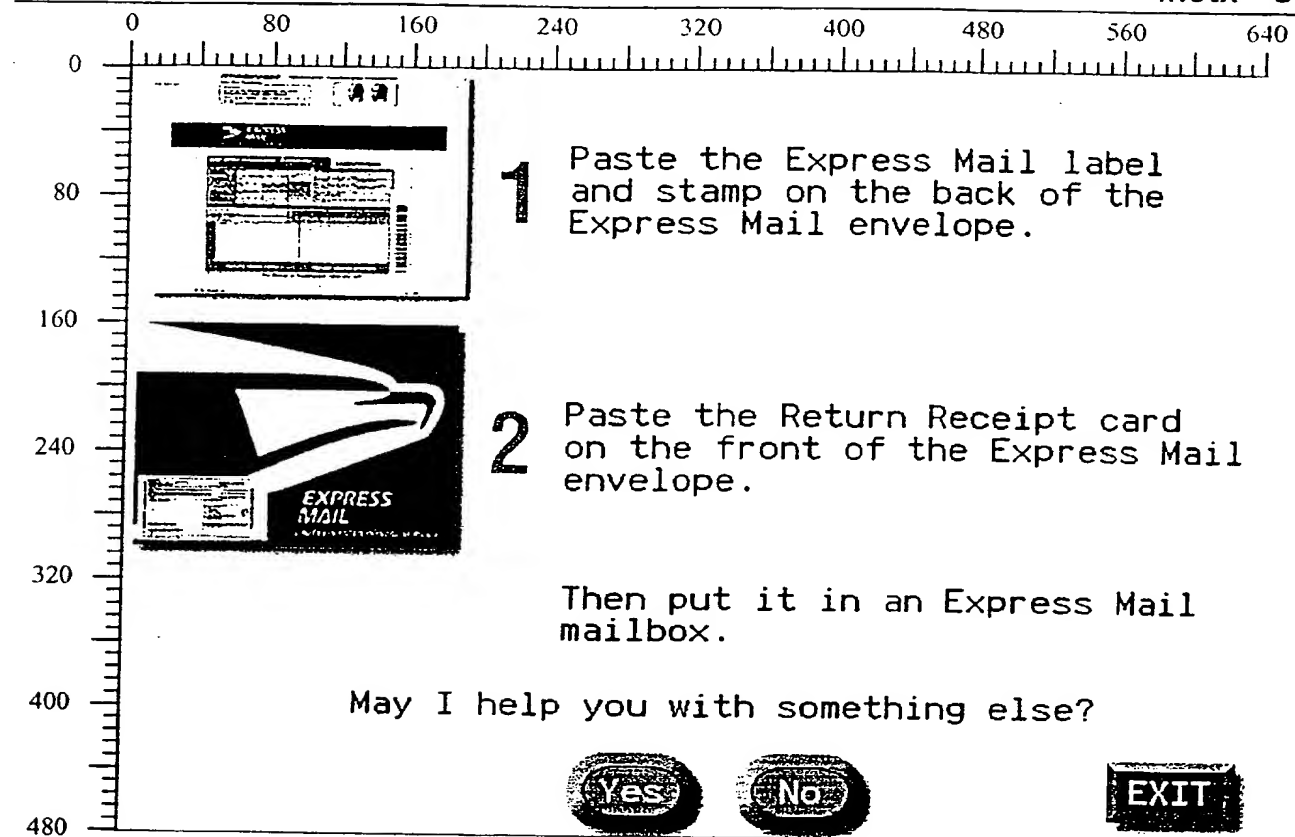
EXIT

VARIABLE ELEMENTS

- 1) If no receipt was printed, this text is suppressed.

fig 218
208/363

instx - Scr:082



VARIABLE ELEMENTS

SPECIAL GRAPHICS

A) bmp:explbenv

Fig 249

209/363

instxbox - Scr:083

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

1

Paste the Express Mail label and stamp on the back of the Express Mail box.

2

Paste the Return Receipt card on the front of the Express Mail box.

Place it in an Express Mail mailbox.

May I help you with something else?

Yes No EXIT

VARIABLE ELEMENTS

SPECIAL GRAPHICS

A) bmp:explbbox

Fig 226
210/363

instxown - Scr:084

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

1

Paste the Express Mail label and stamp on the front of the package.

2

Paste the Return Receipt card on the front of the package.

Place it in an Express Mail mailbox.

May I help you with something else?

Yes No EXIT

VARIABLE ELEMENTS

SPECIAL GRAPHICS

A) bmp:explbpkg

Fig 221

211/363

BusAuth - Scr:085

0	80	160	240	320	400	480	560	640
0								
80								
160								
240	Are you authorized to hold the mail on behalf of the business?							
320	<input type="button" value="Yes"/> <input type="button" value="No"/>							
400								
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

Fig 202

212/363

cm25.t - Scr:086

Please take your Express Mail stamp
from below and to the left.

Paste the label and stamp on the back
of the Express Mail envelope. Then
drop it in the Express Mail box.

May I help you with something else?

VARIABLE ELEMENTS

Fig 223

213/363

infomenu - Scr:087

0 80 160 240 320 400 480 560 640

0

Which may I help you with?

80

160 (1) Look up a ZIP Code
I'm sorry. I can't do this right now

240

320

400

480

Back Up

EXIT

VARIABLE ELEMENTS

- 1) If AMS is not available: as shown
If AMS is available:
Suppress error message and center Look Up a ZIP Code vertically on button

Fig 224

214/363

zipfound.a - Scr:088

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

(1)

For PEEKSKILL, NY
the ZIP Code is 10566.

(2)

Do you want the ZIP+4 to be sure
it gets there most quickly?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) City, St confirmed by user
- (2) ZIP found by system based on user input

Fig 225
215/363

zipfound.b - Scr:089

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

The ZIP Code is 10566-2468. (1)

May I help you with something else?

Yes No

EXIT

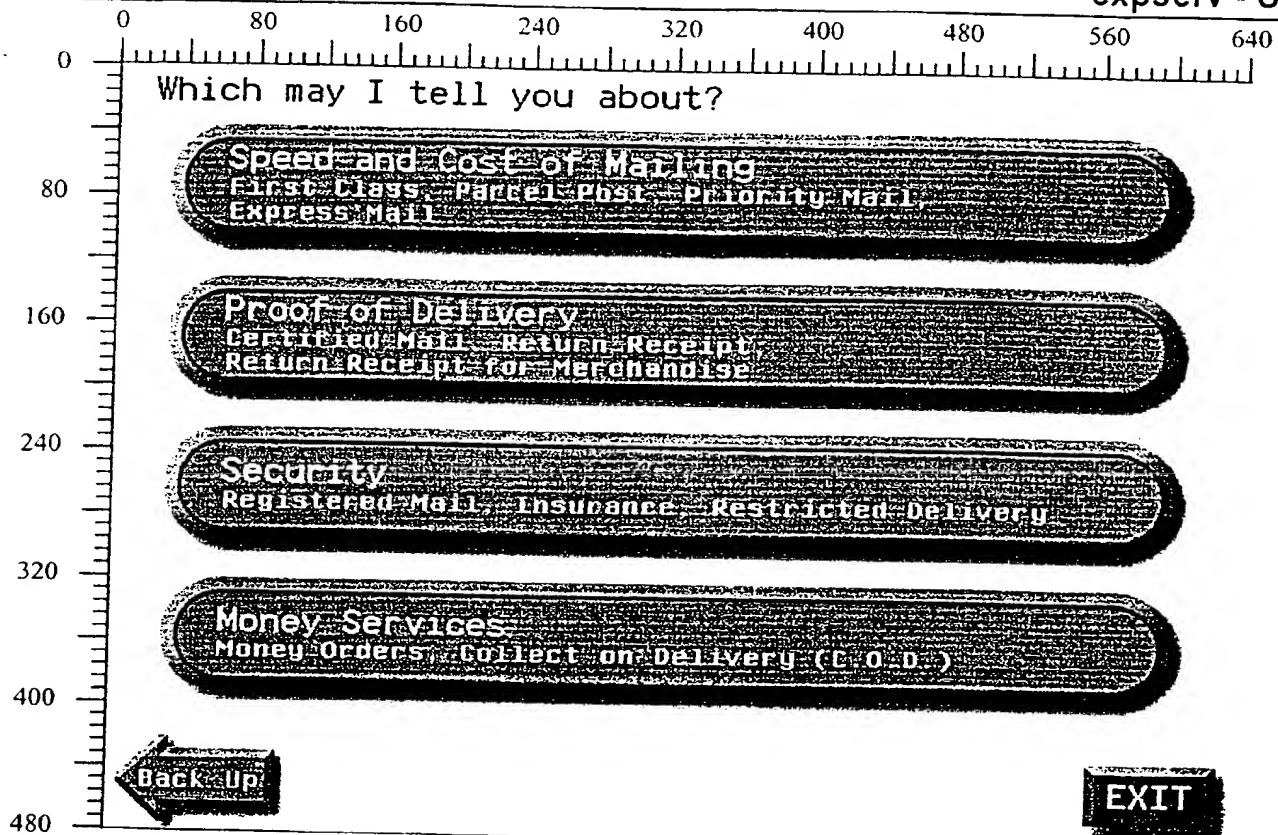
VARIABLE ELEMENTS

(1) ZIP+4 found by System based on user input.

Fig 286

216/363

expserv - Scr:090



VARIABLE ELEMENTS

Fig 227

217/363

expserv1.a - Scr:091

0 80 160 240 320 400 480 560 640

0

Which may I tell you about?

80

160

240

320

400

480

Back Up

EXIT

First Class

Parcel Post

Priority Mail

Express Mail

VARIABLE ELEMENTS

Fig 228

218/363

expserv2.a - Scr:092

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

First Class mail is for quick and inexpensive delivery of single pieces weighing 11 ounces or less. First Class mail weighing 12 ounces or more is sent Priority Mail. (1)

A one-ounce letter mailed in the U.S. costs 32 cents. Each additional ounce up to 11 ounces costs 23 cents. (2)

Average delivery time in the U.S. is three days. International delivery times vary by country. (1)

Would you like to send something First Class? (3)

Yes No

Back Up EXIT

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from PTMMaint app.
- (2) These values are soft-coded. Value is derived from Postal Rates app.
- (3) If mailing app is not available:
May I tell you more about postal services?

fig 229

219/363

expserv2.b - Scr:093

0 80 160 240 320 400 480 560 640

0 Parcel Post is the best value for mailing packages when speed is not critical.

80 Delivery in the U.S. takes an average of five to nine days, depending on ZIP Codes. You can mail up to 70 pounds. (1)

160 Your mail may qualify for a reduced "Special Standard" rate if it contains books, records, tapes, computer software, educational or medical material. It may also qualify if mailed by a library, school, university, museum or non-profit organization.

240

320 Would you like to send something Parcel Post? (2)

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) Value is soft-coded. Value is derived from PTMMaint app.
- (2) If mailing app is not available:
May I tell you more about postal services?

Fig 230

~~220~~ 220/363

expserv2.c - Scr:094

0 80 160 240 320 400 480 560 640

0 Priority Mail usually gets quicker delivery.
Anything that fits in a Priority Mail Flat Rate
Envelope--or weighs up to two pounds in regular
80 packaging--costs only \$3.00. Delivery takes an
average of two days. (1)

160 Priority Mail goes to all 50 states, as well as
Puerto Rico, the U.S. Virgin Islands and Guam.
You can mail up to 70 pounds. (2)

240 You can also send Global Priority Mail around the
world. Average delivery takes four to five days.
It starts at just \$3.75. (1)

320 Would you like to send something Priority Mail? (3)

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from Postal Rates app.
(2) Value is soft-coded. Value is derived from PTMMaint app.
(3) If mailing app is not available:
May I tell you more about postal services?

fig 231

221/363

expserv2.d - Scr:095

0 80 160 240 320 400 480 560 640

0

80

Express Mail is our fastest service. To most areas, delivery is guaranteed overnight, every day of the year. Up to eight ounces is only \$10.75. (1)

(2) \$500 insurance is included at no charge.

160

240

For overseas delivery, use EMS - Express Mail International to more than 200 countries. Delivery time and cost vary by country. Customs forms are required for international packages.

320

Would you like to send something Express Mail? (3)

400

Yes No

480

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Value is soft-coded. Value is derived from Postal Rates app.
- (2) Value is soft-coded. Value is derived from PTMMaint app.
- (3) If mailing app is not available:
May I tell you more about postal services?

Fig 232

222/363

expserv1.b - Scr:096

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which may I tell you about?

Certified Mail

Return Receipt

Return Receipt
for Merchandise

Back Up

EXIT

VARIABLE ELEMENTS

Fig 233
223/363

expserv2.e- Scr:097

0	80	160	240	320	400	480	560	640
0	Certified Mail is legal proof of delivery.							
80	When we deliver your letter or package Certified Mail, we keep a record of delivery at the Post Office. This service costs \$1.10, plus postage.							
160	If you need a copy, you can get one for \$6.60. (1)							
240	Or you can get a Return Receipt sent to you when the item is delivered for an additional \$1.10. (1)							
320	First Class and Priority Mail can be sent Certified Mail.							
400	May I tell you more about postal services?							
480	<div>Yes No</div> <div>Back Up EXIT</div>							

VARIABLE ELEMENTS

(1) These values are soft-coded. Value is derived from Postal Rates app.

Fig 234
224/363

expserv2.f - Scr:098

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Return Receipt is proof of delivery immediately sent back to you. It shows the date of delivery, signature of who received the mail and the signer's address if different from what's on the mail.

Return Receipt is available for Certified Mail, Express Mail, Registered Mail, items insured for more than \$50.00, and Collect on Delivery (C.O.D).

(1)

May I tell you more about postal services?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

(1) Value is soft-coded. Value is derived from PTMMaint app.

Fig 235
225/363

expserv2.g - Scr:099

0 80 160 240 320 400 480 560 640

0

80 Return Receipt for Merchandise provides a mailing receipt, and a return receipt sent to you. A delivery record is kept at the Post Office where the item was mailed.

160 (1)

240 This service costs \$1.20 in addition to postage. It is not available for international mail.

320 May I tell you more about postal services?

400

480

Back-Up

EXIT

VARIABLE ELEMENTS

(1) Value is soft-coded. Value is derived from Postal Rates app.

Fig 236
226/363

expserv1.c - Scr:100

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which may I tell you about?

Registered Mail

Insurance

Restricted Delivery

Back Up

EXIT

VARIABLE ELEMENTS

Fig 237
227/363

expserv2.h - Scr: 101

0 80 160 240 320 400 480 560 640

0 Registered Mail is the most secure service the United States Postal Service offers, and is used to send valuable mail such as jewelry or stock certificates.

80 Registered Mail is carefully monitored, and is signed for at every step up to delivery.

160 The cost of the service is based on the value of the mail, plus postage. At a window, you may buy insurance up to \$5,000. More insurance may be purchased by special arrangement.

240 (1)

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

(1) Value is soft-coded. Value is derived from PTMMaint app.

Fig 238
228/363

expserv2.i - Scr: 102

0 80 160 240 320 400 480 560 640

0 Insured Mail typically is used for mailing
valuable items such as gifts or merchandise.
80 You may purchase insurance against loss or
damage for up to \$5,000. (1) (2)

160 Insurance for \$5,000 costs \$46.60, plus postage.
The minimum insurance you can buy is \$50.00, (1)
which costs \$0.75 plus postage.

240 Insurance for international mail varies by
country.

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from PTMMaint app.
(2) These values are soft-coded. Value is derived from Postal Rates app.

Fig 239
229/363

expserv2.j - Scr: 103

0 80 160 240 320 400 480 560 640 expserv2

0

80 Restricted Delivery lets you specify that mail be delivered only to a specific person or that person's agent.

(1)

160 Restricted Delivery can be requested for Certified Mail, Registered Mail, items insured for more than \$50.00, and Collect on Delivery (C.O.D.). The price for restricted delivery is an additional \$2.75.

240 (2)

320 May I tell you more about postal services?

320 Yes No

400

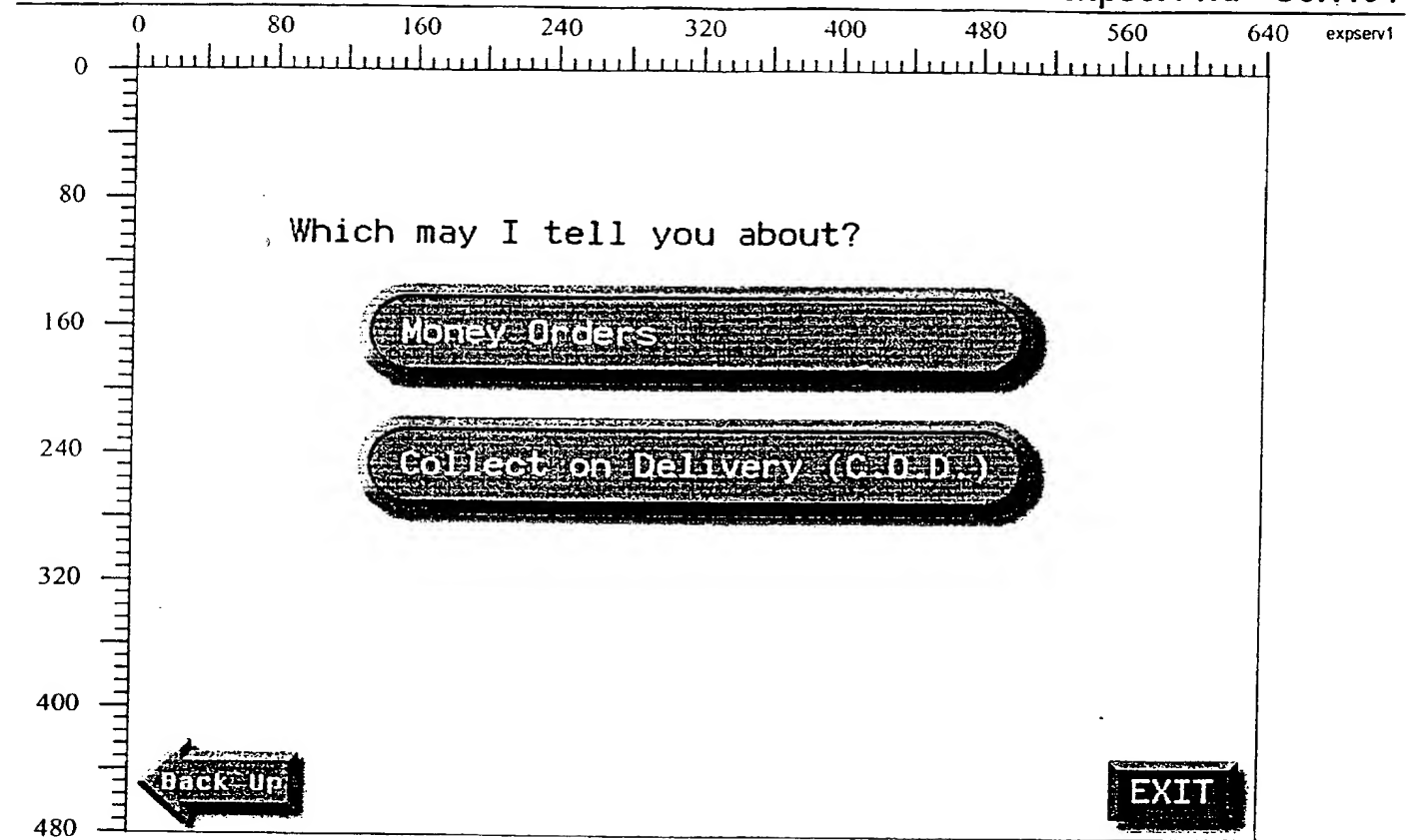
480 Back Up EXIT

VARIABLE ELEMENTS

- (1) Value is soft-coded. Value is derived from PTMMaint app.
- (2) Value is soft-coded. Value is derived from Postal Rates app.

Fig 240
230/363

expserv1.d - Scr:104



VARIABLE ELEMENTS

Fig 241
231/363

expserv2.k - Scr:105

0 80 160 240 320 400 480 560 640 expserv2

0

80 Money Orders may be purchased up to \$700 each,
with a maximum daily amount of \$10,000; (1)

160 They may be purchased with U.S. dollars and some
traveler's checks. To obtain a 100% refund for a
lost or stolen money order, you must have a
receipt. (1)

240 Money orders may be cashed at any U.S. post office
or bank.

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

(1) These values are soft-coded. Value is derived from PTMMaint app.

Fig 242
232/363

expserv2.L - Scr:106

0 80 160 240 320 400 480 560 640 expserv2

0 C.O.D. is a way to collect money for goods you send through the mail. When sending the goods, you pay the postage and C.O.D. fee. The addressee must agree to accept delivery C.O.D. before you mail.

80

160 Money for the value of the goods, plus postage and C.O.D. fees if desired, is collected when the mail is delivered.

240 The minimum C.O.D. fee is \$3.50 for goods valued up to \$50.00. The maximum fee is \$10.50 for goods valued up to \$600.

320 May I tell you more about postal services?

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from Postal Rates app.
- (2) These values are soft-coded. Value is derived from PTMMaint app.

Fig 243
233/363

chngadd - Scr:107

A screenshot of a mail service menu. At the top, a horizontal ruler is marked from 0 to 640 in increments of 80. On the left, a vertical ruler is marked from 0 to 480 in increments of 80. The menu is titled "Which?" and contains three options, each in a rounded rectangular button:

- Hold mail for up to 30 days
- Change address for a temporary move
- Change address for a permanent move

At the bottom left, there is a button with a left-pointing arrow labeled "Back Up". At the bottom right, there is a button labeled "EXIT".

VARIABLE ELEMENTS

Fig 244
234/363

warning2 - Scr:108

A warning screen with a ruler at the top and a large button in the center. The ruler has markings from 0 to 640. The button is labeled "Print form for signature".

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

W A R N I N G

Submitting false or inaccurate information is
against the law.

Print form for signature

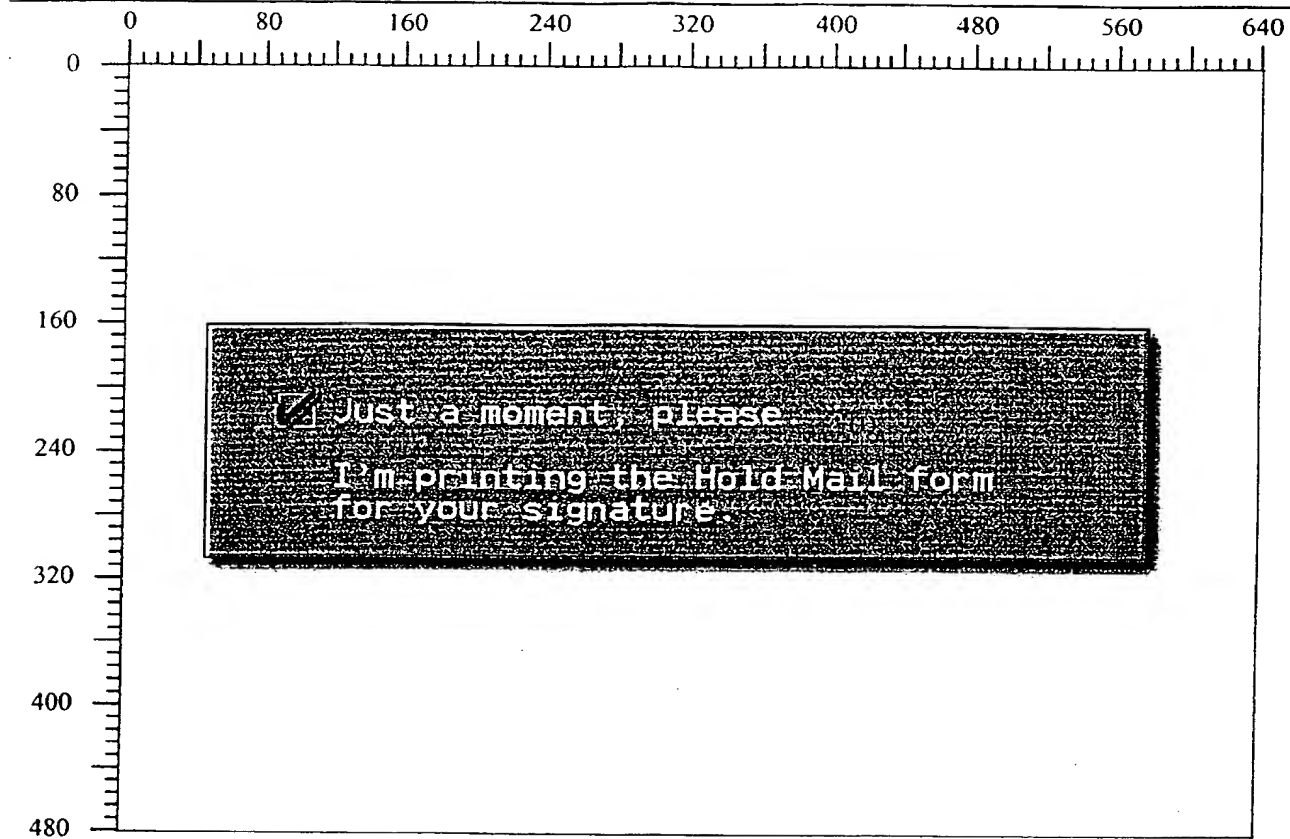
Back Up

EXIT

VARIABLE ELEMENTS

Fig 245
235/363

JAMP.b - Scr:109



VARIABLE ELEMENTS

- (1) If user is in Hold Mail flow, "Hold Mail" as above.
If user is in Change of Address flow (permanent or temporary):
"Change of Address"

Fig 246
236/363

capfrm2.a - Scr:110

0	80	160	240	320	400	480	560	640
0								
80								
160	Please take the Hold Mail form from below.							
240	Sign the form, and follow the instructions on how to fold it. Then mail the form. No postage is necessary if mailed in the U.S.							
320	May I help you with something else?							
400	<input type="radio"/> Yes <input type="radio"/> No							
480	<input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

Fig 247
237/363

confirm1.a - Scr:111

(1)

ABC COMPANY
123 CENTRAL AVE
SCHENECTADY, NY 12345-2468

This is correct

Make a change

EXIT

VARIABLE ELEMENTS

- (1) Business
Street/City/St input by user OR found by system based on user ZIP input.
Business line does not appear if the hold is for a residence.

cachg1.a - Scr:112

The screenshot displays a terminal window with a horizontal ruler at the top (0 to 640) and a vertical ruler on the left (0 to 480). The main text area contains the prompt "What would you like to change?". Below this prompt are four vertically stacked, rounded rectangular buttons. The first button is labeled "Business name" and is enclosed in a dashed rectangular box with a small "(1)" in the top right corner. The second button is labeled "Address". The third button is labeled "No change, everything's okay". The fourth button is labeled "Cancel Hold Mail". In the bottom right corner of the terminal window is a button labeled "EXIT".

VARIABLE ELEMENTS

- (1) If Hold Mail is for a business: as shown.
If Hold Mail is for a residence: suppress this button.
Other buttons move up.

start - Scr:113

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

When should it take effect? The earliest
we can do it is September 16. (1)

September 16 (2)

A later date

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Earliest date Hold Mail or Change of Address can take place per USPS rules.
- (2) Earliest date Hold Mail or Change of Address can take place per USPS rules.

Fig 25D

240/363

numpad.d - Scr:114

0 80 160 240 320 400 480 560 640

0

Where can we call you for confirmation during the day? Please include the area code.

80

160

240

320

400

480

Back Up

ENTER

EXIT

(1)

(555) 555-5555

1 2 3

4 5 6

7 8 9

CLEAR 0

VARIABLE ELEMENTS

- (1) Number input by user--see Rules for Handling User Input below.

RULES FOR HANDLING USER INPUT:

- A) Numeral display area is blank until user enters first numeral
- B) When first numeral is entered, system displays opening parenthesis and first numeral, centered in numeral display area.
- C) When third numeral is entered, system adds third numeral followed by close parenthesis.
- D) When sixth numeral is entered, system adds sixth numeral followed by hyphen.
- E) All character display is centered.

Fig 251
241/363

confirm2.a - Scr:115

0	80	160	240	320	400	480	560	640
0								
80	The temporary address change will take effect September 16. (1)							
160	We will resume delivery on September 30. (2)							
240	(5)	(3)	Your name is JOHN SMITH.					
320	You can be reached at (555)555-5555. (4)							
400	<div>This is correct</div> <div>Make a change</div>							
480	<div>EXIT</div>							

VARIABLE ELEMENTS

- (1) Start date chosen by user
- (2) Resume date chosen by user
- (3) Name input by user immediately after Scr:114.
- (4) Phone number input by user
- (5) If user is in temporary Change of Address flow:
Text and variables as shown above.
- If user is in permanent Change of Address flow:
"The permanent address change will
take effect [Month, dd.]
- If user is in Hold Mail flow:
"We will hold your mail starting [start date], (on Text Line 3)
and will resume delivery [resume date]. (on Text Line 4)
You can be reached at [phone number]." (on Text Line 6)

Fig 252

242/363

ConfirmAuth - Scr:116

The screenshot shows a terminal window with a coordinate grid. The horizontal axis (X) ranges from 0 to 640 with major ticks every 80 units. The vertical axis (Y) ranges from 0 to 480 with major ticks every 80 units. The screen content is as follows:

- A dashed rectangular box at approximately (260, 75) to (730, 115) contains the text: "This person is authorized to hold the mail for the business:" followed by a small box containing "(1)".
- Below this, another dashed rectangular box at approximately (420, 135) to (700, 175) contains two lines of text: "JOHN SMITH" followed by a small box containing "(2)", and "PRESIDENT" followed by a small box containing "(3)".
- Two large, dark, rounded rectangular buttons are centered on the screen. The top button contains the text "This is correct" and the bottom button contains the text "Make a change".
- In the bottom right corner, there is a small rectangular button labeled "EXIT".

VARIABLE ELEMENTS

- (1) If Change of Address:
 "This person is authorized to change
 the address for the business:"
- (2) Name of authorized person input by user
- (3) Title input by user

Fig 253

243/363

calendar.a - Scr:117

When should it take effect?

September 97

Later

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		16	17	18	19	20
	22	23	24	25	26	27
	29	30				

Back Up

EXIT

VARIABLE ELEMENTS

- (1) System displays first month during which Change of Address or Hold Mail can take place. NOTE: Only a Later button appears.

Dates which are ineligible for start date are obscured, as above.

RULES FOR HANDLING USER INPUT:

- A) If user touches ineligible date, "boop"

Fig 254
244/363

calendar.b - Scr:118

When should it take effect?

October 97

Earlier Later (1)

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
	6	7	8	9	10	11
	13	14	15	16	17	18
	20	21	22	23	24	25
	27	28	29	30	31	

Back Up EXIT

VARIABLE ELEMENTS

- (1) System displays later (but not final) month during which Change of Address or Hold Mail can take place. NOTE: Both Earlier & Later buttons appear.

Dates which are ineligible for start date are obscured, as above.

RULES FOR HANDLING USER INPUT:

- (1) If user touches ineligible date, "boop"

Fig 255

245/363

calendar.d - Scr:120

0 80 160 240 320 400 480 560 640

(1) When should we resume delivering mail to: (3)

123 W MAIN ST (2)

SPRINGFIELD, OH 45504-2468

September 97

Later

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					26	27
	29	30				

Back Up

EXIT

480

VARIABLE ELEMENTS

- (1) System displays first month during which delivery can be resumed for Hold Mail or temporary Change of Address.
NOTE: Only a Later button appears.

Dates which are ineligible for resume date are obscured, as above.

- (2) Street Address entered by user & confirmed by system
City, St ZIP+4 entered by user, found/confirmed by system
- (3) If temporary Change of Address, text and variables as above.
If Hold Mail:
"We'll begin holding your mail on [Month dd].
When should we resume delivery?"

RULES FOR HANDLING USER INPUT:

- A) If user touches ineligible date, "boop"

Fig 257
247/363

calendar.e - Scr:121

When should we resume delivering mail to:

123 W MAIN ST
SPRINGFIELD, OH 45504-2468

October 97

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
	6	7	8	9	10	11
	13	14	15	16	17	18
	20	21	22	23	24	25
	27	28	29	30	31	

Back Up

EXIT

VARIABLE ELEMENTS

- (1) System displays later (but not final) month during which delivery can be resumed for temporary Change of Address.
NOTE: Both Earlier and Later buttons appear.

All dates are eligible for resume date, as above.

- (2) Street Address entered by user & confirmed by system
City, St ZIP+4 entered by user, found/confirmed by system
- (3) If temporary Change of Address, text and variables as above.
If Hold Mail:
"We'll begin holding your mail on [Month dd].
When should we resume delivery?"
First Text Line positioned on Screen Line 10

RULES FOR HANDLING USER INPUT:

- A) User may touch any date without "boop"

Fig 258

248/363

calendar.f - Scr:122

0 80 160 240 320 400 480 560 640

(1) When should we resume delivering mail to:
 123 W MAIN ST
 SPRINGFIELD, OH 45504-2468 (2) (3)

80 Earlier

September 98

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
	7	8	9	10	11	12
	14	15	16			

400 Back Up

EXIT

VARIABLE ELEMENTS

- (1) System displays final month during which delivery can be resumed for Hold Mail or temporary Change of Address.
 NOTE: Only an Earlier button appears.

Dates which are ineligible for resume date are obscured, as above.

- (2) Street Address entered by user & confirmed by system
 City, St ZIP+4 entered by user, found/confirmed by system
- (3) If temporary Change of Address, text and variables as above.
 If Hold Mail:
 "We'll begin holding your mail on [Month dd].
 When should we resume delivery?"
 First Text Line positioned on Screen Line 10

RULES FOR HANDLING USER INPUT:

- A) If user touches ineligible date, "boop"

Fig 259

249/363

cachg2 - Scr:123

What would you like to change?

Dates (1)

Your phone number

Your name

No change, everything's okay

Cancel Change of Address (2)

EXIT

VARIABLE ELEMENTS

- (1) If permanent Change of Address:
"Date to take effect"
- (2) If user is in permanent or temporary Change of Address flow:
Text and variables as shown above.
- If user is in Hold Mail flow:
"Hold Mail"

Fig 260

250/363

StillRec- Scr:124

A screenshot of a mail delivery confirmation screen. The screen is overlaid with a ruler showing horizontal coordinates from 0 to 640 and vertical coordinates from 0 to 400. The text on the screen reads: "Will anyone with the last name (1) SMITH continue to receive mail at the current address?". Below this text are two oval buttons labeled "Yes" and "No". In the bottom left corner is a button with a left-pointing arrow and the text "Back Up". In the bottom right corner is a button labeled "EXIT".

VARIABLE ELEMENTS

(1) Last name input by user

Fig 261

251/363

cafor - Scr:125

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400

Okay, we can temporarily change your address
for up to one year. The minimum is 10 days. (1)

Change the address for?

Everyone at the address

One person

More than one person

A business

Back-Up

EXIT

VARIABLE ELEMENTS

- (1) If user selected permanent change of address:
Suppress this text.

Fig 262

252/363

sameadd - Scr:126

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

Is everyone moving to the same new address?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

Fig 263
253/363

caprfrm2.b - Scr:127

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

(1)

Please take the Change of Address form from below.

Sign the form, and follow the instructions on how to fold it. Then mail the form. No postage is necessary if mailed in the U.S.

(2)

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

Would you like a record?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Change of Address: as shown
If Hold Mail: "Hold Mail"
- (2) If Permanent Change of Address: as shown
If Temporary Change or Hold Mail, suppress this paragraph.

Fig 264
254/363

confirm1.b - Scr:128

Current Address

JOHN SMITH (1)

126 W CECIL (2)

SPRINGFIELD, OH 45504-2468 (3)

New Address

458 CENTRAL (4)

SCHENECTADY, NY 12301-2468 (5)

This is correct

Make a change

EXIT

VARIABLE ELEMENTS

- (1) Name or Business Name input by user (Business Name if "Business" chosen on Scr:125)
- (2) Current Street input by user & confirmed by system
- (3) Current City, State & ZIP+4, derived from ZIP/ZIP+4 input or found by user and confirmed by system.
- (4) New Street input by user & confirmed by system
- (5) New City, State & ZIP+4, derived from ZIP/ZIP+4 input or found by user and confirmed by system.

Fig 265
255/363

cachg1.b - Scr:129

0 80 160 240 320 400 480 560 640

0

What would you like to change?

80

Name (1)

160

Current address

240

New address

320

No change, everything's okay

400

Cancel Change of Address

EXIT

VARIABLE ELEMENTS

(1) If Business Change of Address: "Business name"

Fig 26 b
256/363

warning3 - Scr:130

I'm sorry, I can't help you with your international packages yet.

Please take your package to a window where someone will be able to help you. (1)

May I help you with something else?

Yes No

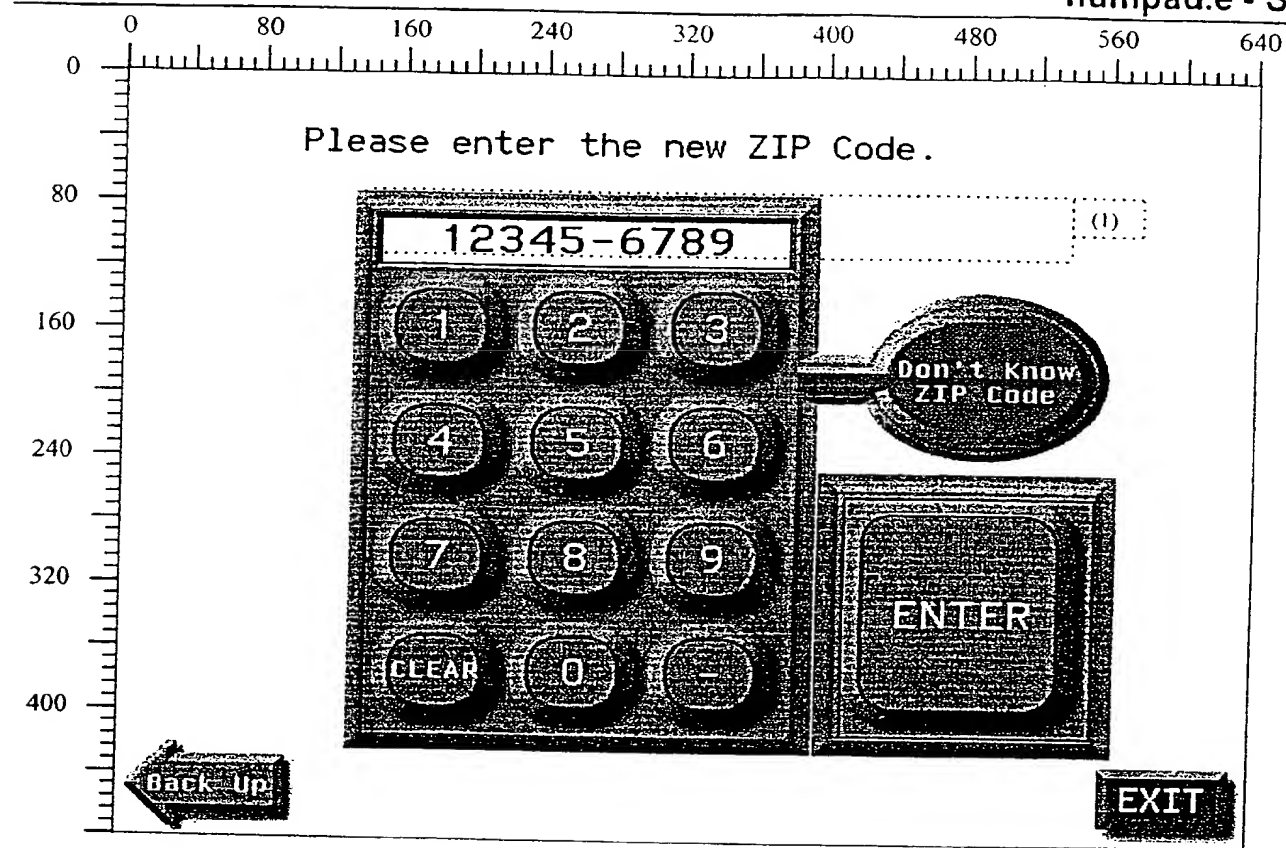
EXIT

VARIABLE ELEMENTS

- (1) If CST is located outside of Post Office:
Please take your package to a Post Office where someone will be able to help you.

Fig 267
257/363

numpad.e - Scr:131



VARIABLE ELEMENTS

- (1) User input--see Rules for Handling User Input, below.

RULES FOR HANDLING USER INPUT

- (1) System displays a numeral or hyphen for each character input by user
- (2) Character alignment is centered (first character appears at center)
- (3) "Clear" erases all input
- (4) After 5 seconds of no numeral/hyphen input, Enter auto-depresses and rules for handling input are invoked (see applicable flow)

Fig 268
258/363

numpad.f - Scr:132

Okay, I can hold all mail going to your address.
What is your ZIP Code?

12345-6789

1 2 3

4 5 6

7 8 9

CLEAR 0 -

ENTER

Back Up

EXIT

VARIABLE ELEMENTS

- (1) User input--see Rules for Handling User Input, below.

RULES FOR HANDLING USER INPUT

- (1) System displays a numeral or hyphen for each character input by user
- (2) Character alignment is centered (first character appears at center)
- (3) "Clear" erases all input

Fig 269
254/363

ChgAuth - Scr:133

0 80 160 240 320 400 480 560 640

0

What would you like to change?

80

Name

160

Title

240

No change, everything's okay

320

Cancel Hold Mail

400

EXIT

VARIABLE ELEMENTS

Fig 270
260/363

badzip2.b - Scr:135

The screenshot shows a terminal window with a horizontal scale at the top from 0 to 640 and a vertical scale on the left from 0 to 400. The text inside the window is as follows:

I'm sorry. (2) (1)
information to find a ZIP Code for
NEW YORK, NY. (3)

Would you like to try again?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If input was valid but insufficient to find 5 digit ZIP: as above.
If input was valid but insufficient to find ZIP+4: as above except "ZIP+4"
If AMS could not find any match at all for input:
"I'm sorry. I can't find [user input] in [City, ST]."
- (2) Street info input by user.
- (3) City and State found based on user input.

Fig 271
261/363

lo2 - Scr:136

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

I'm sorry. I can't help you with letters weighing less than 1/8 of an ounce.

Please take your letter to a window during regular business hours. (1)

May I help you with something else?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If CST is located outside of Post Office:
Please take your letter to a Post Office during regular business hours.

fig 272

262/363

rightadr - Scr:138

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400

12345 MARTIN LUTHER KING DRIVE (1)

Right?

Yes No

EXIT

VARIABLE ELEMENTS

(1) Address input by user.

Fig 273

263/363

calendar.g - Scr:139

(1) We'll begin holding your mail on August 1.
When should we resume delivery?

(2) 80 August 97

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						2
	4	5	6	7	8	9
	11	12	13	14	15	16
	18	19	20	21	22	23
	25	26	27	28	29	30

Back Up EXIT

VARIABLE ELEMENTS

- (1) If date being chosen is a start date:
Text as above. [Date was selected by user]
If date being chosen is a resume date:
"When should it take effect?"
- (2) System displays only month during which delivery can either started or resumed for Hold Mail.
NOTE: Neither Earlier nor Later button appears. (Hold Mail can be arranged up to 1 month in advance and can last for 1 month; therefore, there are conditions under which the only eligible start date would fall in a single month. The same is true for resum date.)

Dates ineligible for start or resume date are obscured, as above.

RULES FOR HANDLING USER INPUT:

- (1) If user touches ineligible date, "boop"

Fig 214

264/363

lastname - Scr:140

Does everyone who is moving have
the same last name?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

Fig 295

265/363

mihywse.f- Scr:141

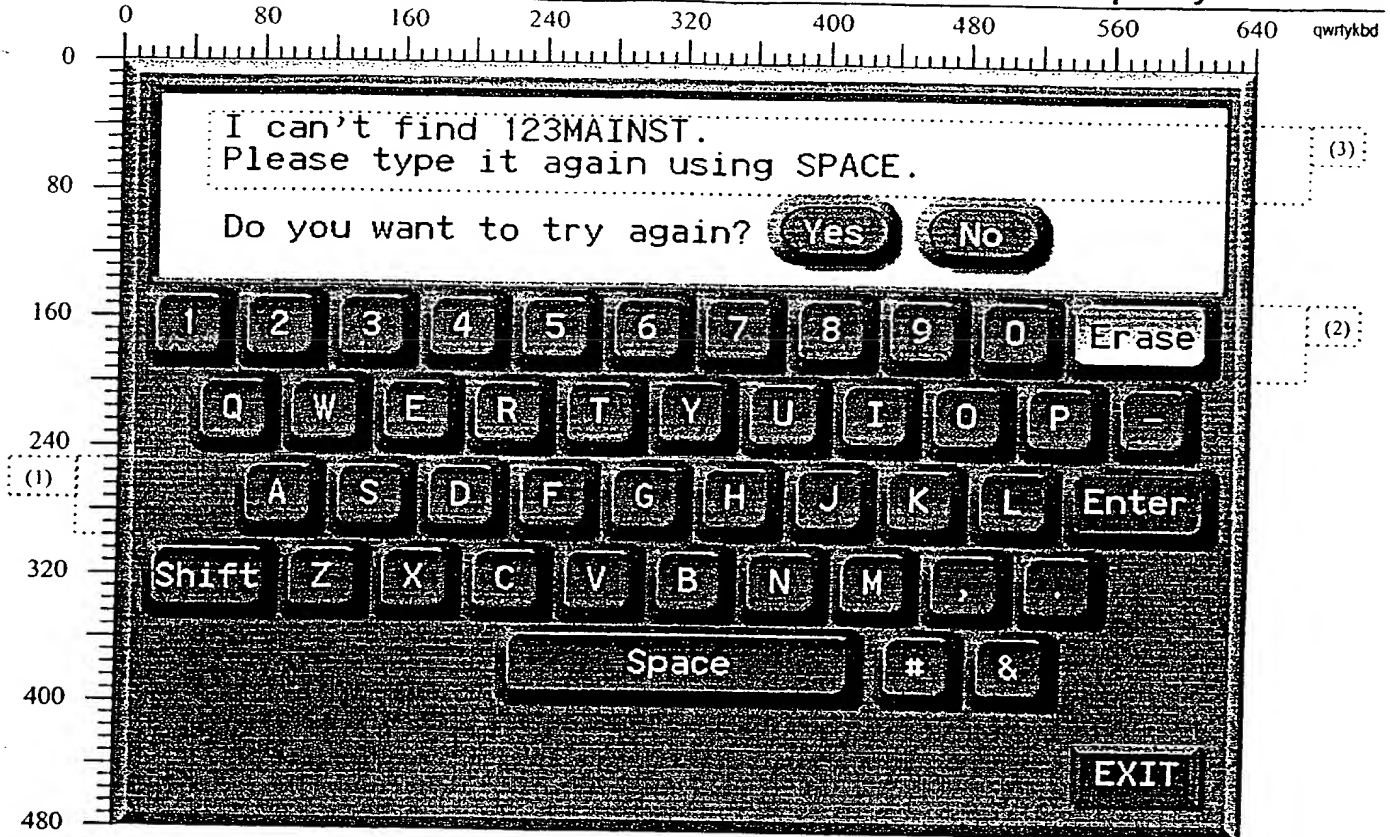
0	80	160	240	320	400	480	560	640
0								
80	I'm sorry. The printer just went out of order. I am not able to print your receipt right now.							
160	To get a receipt for \$2.52, please give this number to a postal representative during regular business hours:							
240	RC140500							
320	May I help you with something else?							
400	<input type="button" value="Yes"/> <input type="button" value="No"/>							
480	<input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

Fig 276

266/363

qwerty.i - Scr:142



VARIABLE ELEMENTS

- (1) Shift button toggles letter keys between upper and lower case letters.
- (2) Before any letter has been input, "Erase" button reads "Clear". When system has accepted letter input and displays it, "Clear" changes to "Erase" (as shown). If all letters erased, it becomes "Clear" again.
- (3) If AMS could not find any match, AND no space was input, as above
 If AMS could not find any match, AND a space was input:
 "I can't find [user input]."
 If AMS found input to be valid but insufficient for Street look-up
 "[User input] is not enough address information."
 If user input an invalid ZIP/ZIP+4:
 "I'm sorry. I can't find ZIP Code [USER INPUT]."

Fig 277

267/363

im_sorry.a - Scr:143

A terminal window with a horizontal axis at the top ranging from 0 to 640 and a vertical axis on the left ranging from 0 to 480. The window contains the following text:

I'm sorry. There is a technical problem
looking up ZIP Codes right now.

May I help you with something else?

Below the text are two oval buttons labeled "Yes" and "No".

In the bottom right corner of the window is a rectangular button labeled "EXIT".

VARIABLE ELEMENTS

(1)

Fig 278

268/363

mihywse.g - Scr:144

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Priority stickers are available in the lobby. Please put one on each side of your package. (1)

Please take your stamp from below and to the left.

And take your receipt from above. (2)

May I help you with something else?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

- (1) If the item is NOT a Priority package in the customer's own packaging:
Suppress this paragraph
- (2) If the user answered No on Scr:Frmdied2:
Suppress this paragraph

Fig 279

269/363

badzip2.a - Scr:145



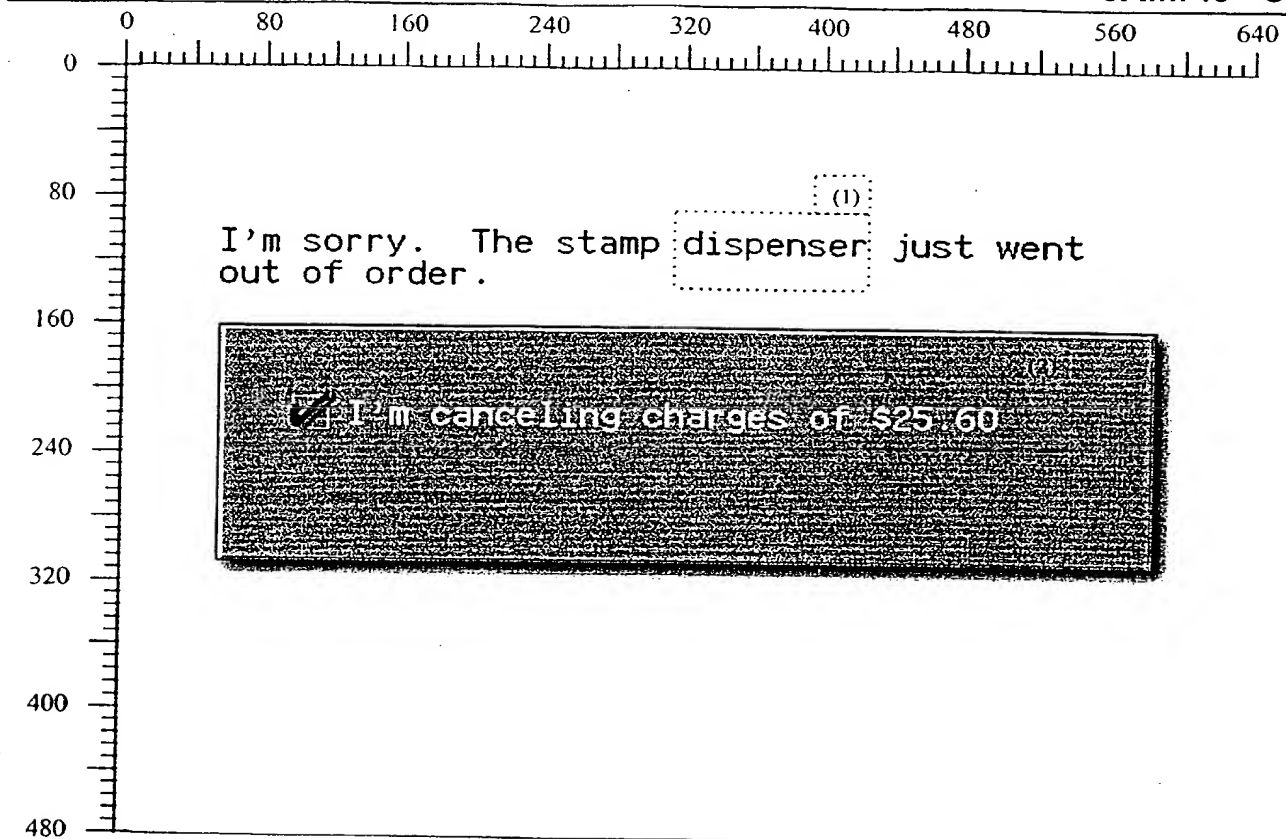
VARIABLE ELEMENTS

(1) User input at Street input qwerty.

Fig 280

270/363

JAMP.c - Scr:146



VARIABLE ELEMENTS

- (1) If stamp printer went out of order: "printer"
- (2) [AMOUNT OF PURCHASE]

SPECIAL TIMEOUT BEHAVIOR: This screen must be displayed for a minimum of 5 seconds, regardless of how long it takes to cancel the charge.

fig 281

271/363

revok - Scr:147

VARIABLE ELEMENTS

fig 282

272/363

revbad.a - Scr:148

0 80 160 240 320 400 480 560 640

0

80

160

I'm sorry. Due to technical problems,
I was not able to cancel the charge
for \$32.25. (1)

240

For further assistance, please contact
your bank. (2)

320

May I help you with something else?

400

480

Yes No

EXIT

VARIABLE ELEMENTS

(1) [AMOUNT OF PURCHASE]

(2) If ATM/Amex/Visa/MC: text as above.

If LibertyCash Card, AND if receipt was successfully printed:

I'm sorry. I am not able to credit
your LibertyCash Card.To obtain credit for \$XX.xx, please
take the credit slip from above and
give it to a postal representative
during regular business hours.

If LibertyCash Card, AND if receipt printer failed:

I'm sorry. I am not able to credit
your LibertyCash Card.To obtain credit for \$XX.xx, please give
this number to a postal representative
during regular business hours:

CR[123456]

Fig 283
273/363

frmdied1.a - Scr:149

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The printer just went out of order. I am not able to print your Express Mail label and Return Receipt card. (1)

You can fill out a label and Return Receipt card, available in the Post Office lobby. To mail it, affix the label and Return Card to your letter.

Please take your stamp from below.

Would you like a receipt? (1)

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Express label with Return Receipt: as above.
If Express label without Return Receipt:
TBD
If Return Receipt without Express label
TBD
- (2) If receipt printer not available OR if receipt already printed:
"May I help you with something else?"

Fig 284
274/363

frmdied1.b - Scr:150

I'm sorry. The printer just went out of order. I am not able to print your Certified Mail form and Return Receipt card.

You can fill out a form and card, available in the Post Office lobby. To mail your letter, follow the instructions on the form and card.

Please take your stamp from below.

Would you like a receipt?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Certified with Return Receipt: as above.
If Certified without Return Receipt:
TBD
- (2) If receipt printer not available OR if receipt already printed:
"May I help you with something else?"

Fig 285
275/363

frmdied2 - Scr:151

0 80 160 240 320 400 480 560 640

0

80

I'm sorry. Your ⁽¹⁾Change of Address request will not take effect because I am not able to print forms right now.

160

Please try here later.

240

Or you can fill out a ⁽²⁾Change of Address form in the Post Office and give it to a postal representative during regular business hours.

320

May I help you with something else?

400

Yes No

480

EXIT

VARIABLE ELEMENTS

- (1) If Change of Address: as above
If Hold Mail: "Hold Mail"
- (2) If Change of Address: as above
If Hold Mail: "Hold Mail"

Fig 286
276/363

noweight - Scr:152

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

The scale doesn't detect any weight
right now.

Did you place your letter on it?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

Fig 287

277/363

loweight - Scr:153

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Is it possible your letter weighs less than $\frac{1}{8}$ of an ounce?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

Fig 288

278/363

ovrwt - Scr:155

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

(1)
I'm sorry. I can't help you with letters weighing more than 70 pounds.

(2)
Please take your letter to a window during regular business hours for assistance.

May I help you with something else?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

- (1) If user is mailing a package, "package"
- (2) If CST is located in a Post Office:
"window" as shown.
If CST is located outside of Post Office:
"Post Office"

Fig 289
279/363

moretime - Scr:156

Would you like more time?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

fig 290

280/363

resume4 - Scr:157

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

We will resume delivery on September 24. (1)

What should we do with your held mail?

Deliver it to my address

Hold at post office for pick-up

Back Up

EXIT

VARIABLE ELEMENTS

(1) Rate selected by user.

Fig 291
281/363

resume5 - Scr:158

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, we will deliver your held mail.

If it does not all fit into your mailbox we will let you know by leaving a yellow slip with your mail. You can pick up the rest at the Post Office.

Is this all right?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

Fig 292

282/363

resume6 - Scr:159

A screenshot of a mail pickup confirmation screen. The screen is overlaid with a ruler showing horizontal coordinates from 0 to 640 and vertical coordinates from 0 to 480. The text on the screen reads: "Okay, you can pick up your mail at the Post Office during regular business hours." followed by "Please remember, you must bring a photo ID to pick up your mail." and then "Is this all right?". Below the text are two oval buttons labeled "Yes" and "No". At the bottom left is a button with a left-pointing arrow and the text "Back Up". At the bottom right is a button labeled "EXIT".

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, you can pick up your mail at the
Post Office during regular business
hours.

Please remember, you must bring a photo
ID to pick up your mail.

Is this all right?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

Fig 293
283/363

RcptOut - Scr:160

The screenshot shows a terminal window with a coordinate grid. The horizontal axis (x) ranges from 0 to 640 with major ticks every 80 units. The vertical axis (y) ranges from 0 to 480 with major ticks every 80 units. The text content is as follows:

I'm sorry. The receipt printer is
out of order.

Do you want to continue even though
I can't print a receipt? (1)

Below the prompt are two oval-shaped buttons labeled "Yes" and "No".

At the bottom left is a button labeled "Back Up" with a left-pointing arrow. At the bottom right is a button labeled "EXIT".

VARIABLE ELEMENTS

(1) If user is Holding Mail:

Do you want to continue even though
I can't print a record of the Hold
Mail request?

If user is Changing Address

Do you want to continue even though
I can't print a record of the Change
of Address for you?

Fig 294
284/363

oostamps - Scr:161

(1)

0 80 160 240 320 400 480 560 640

0

I am out of sheets of stamps but I can
print up to five \$.32 stamps.
How many \$.32 stamps would you like?

80 (1)

160

240

320

400

480

Back Up

1

2

3

4

5

EXIT

VARIABLE ELEMENTS

- 1) Soft-coded to the price of a 1-ounce First Class stamp. Value is derived from Postal Rates app.

Fig 295
285/363

weigh1 - Scr:163

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

If you have it with you, please put it on the scale. If not, tell me what it weighs. (1)

1 to 16 ounces

5 to 6 pounds

1 to 2 pounds

6 to 7 pounds

2 to 3 pounds

7 to 8 pounds

3 to 4 pounds

8 to 9 pounds

4 to 5 pounds

Over 9 pounds

Back Up

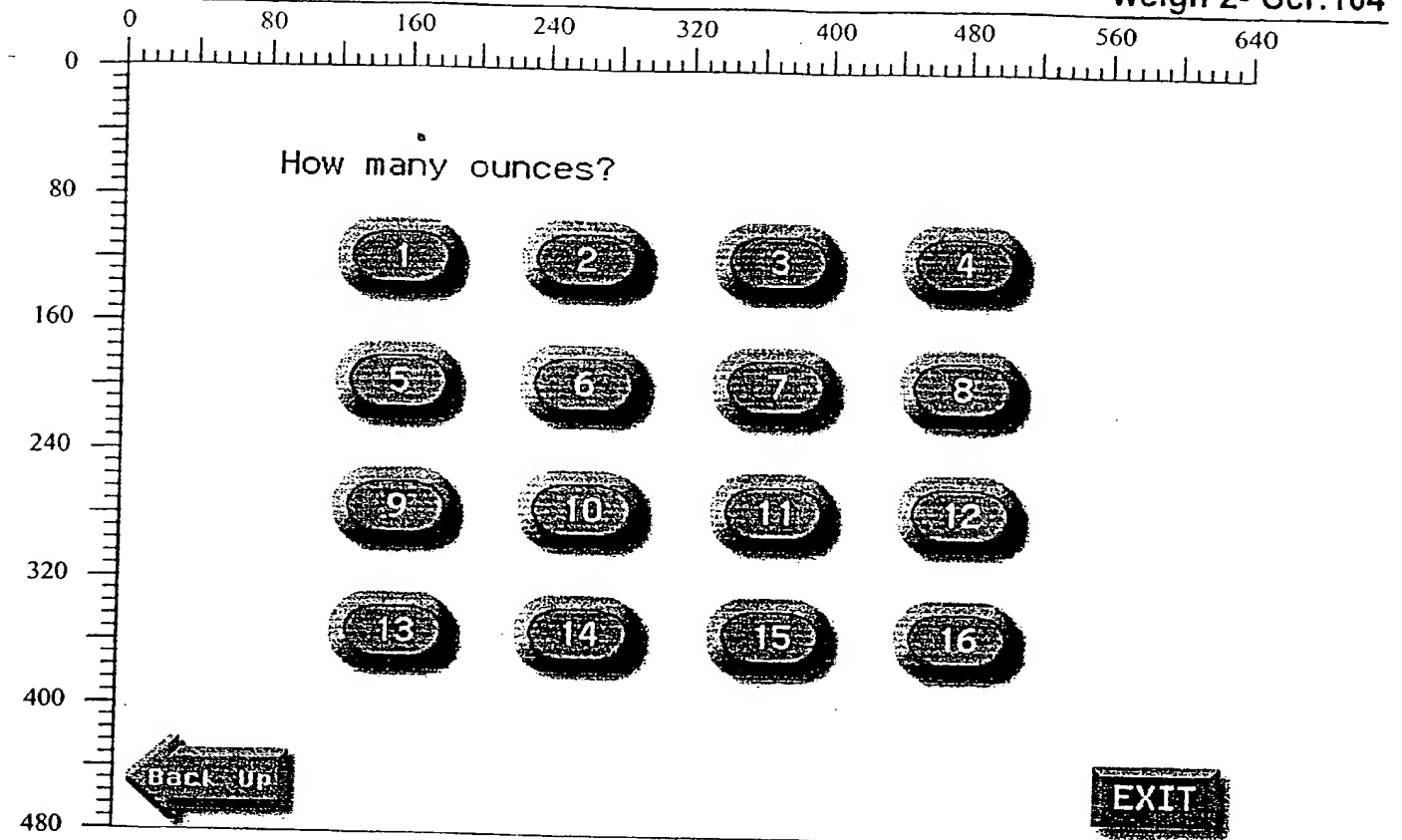
EXIT

VARIABLE ELEMENTS

1) If scale doesn't work: "Please tell me what it weighs."

Fig 296
286/363

weigh 2- Scr:164



VARIABLE ELEMENTS

Fig 297

287/363

weigh 3 - Scr:165

0 80 160 240 320 400 480 560 640

0

How much does it weigh?

80

160

240

320

400

480

Back Up

EXIT

9.1 to 10 pounds

40.1 to 50 pounds

10.1 to 20 pounds

50.1 to 60 pounds

20.1 to 30 pounds

60.1 to 70 pounds

30.1 to 40 pounds

70 pounds is maximum weight per package.

VARIABLE ELEMENTS

fig 298

288/363

weigh4 - Scr:166

How much does it weigh?

60.1 to 61 pounds	65.1 to 66 pounds
61.1 to 62 pounds	66.1 to 67 pounds
62.1 to 63 pounds	67.1 to 68 pounds
63.1 to 64 pounds	68.1 to 69 pounds
64.1 to 65 pounds	69.1 to 70 pounds

Back Up

EXIT

VARIABLE ELEMENTS

- 1) The range of weights displayed on these buttons is determined by the user's choice on Scr:165. The example above shows the range that is displayed when user chose 60.1 to 70 pounds.

Fig 300

289/363

service - Scr:168

(1)

0 80 160 240 320 400 480 560 640

0

Which First Class service will you want?

80

160

240

320

400

480

Back Up

EXIT

VARIABLE ELEMENTS

1) If Priority: "Priority Mail"

Fig 301

290/363

charges.a - Scr:169

0	80	160	240	320	400	480	560	640
0	<p>If you mail a 1 oz letter First Class from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 3 days.</p>							
80								
160								
240	<p>First Class postage..... \$.32</p>							
320	<p>TOTAL CHARGES \$.32</p>							
400	<p>Would you like to buy the stamp?</p>							
480	<p>Yes No</p>							
Back Up		EXIT						

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If stamp purchase is unavailable for any reason: [May I help you with something else?]

Fig 302

291/363

charges.b - Scr:170

0	80	160	240	320	400	480	560	640
0	If you mail a 1 oz letter Priority Mail from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 2 days.							(1)
160	Priority Mail postage..... \$3.00 Certified Mail..... 1.10 Return Receipt..... 1.10 Restricted Delivery..... 2.75							(2)
240	TOTAL CHARGES \$7.95							(3)
320	May I print you a copy of this?							(4)
400	<div style="display: flex; justify-content: space-around;"> <div>Yes</div> <div>No</div> </div>							
480	<div style="display: flex; justify-content: space-between;"> <div>Back Up</div> <div>EXIT</div> </div>							

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
 from [City, ST ZIP (where CST resides)]
 to [City, ST ZIP (based on user ZIP input)]
 we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
 If receipt printer is unavailable: [May I help you with something else?]

fig 303

292/363

COD - Scr:171

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

(1)

Would you like to send your letter Collect
on Delivery (C.O.D.)?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- 1) If package: "package"

Fig 304

293/363

charges.c - Scr:173

0	80	160	240	320	400	480	560	640
0	If you send it Registered Mail from Bethesda, MD 20814 to Schenectady, NY 12345 the price is:							(1)
80								
160	First Class postage..... \$.32 Return Receipt..... 1.10 Registered, \$200.00 Declared Value..... 5.40 \$216.07 C.O.D..... 6.50 Restricted Delivery..... 2.75							(2)
240	TOTAL CHARGES \$16.07							(3)
320	(You can send it Registered at any window.)							
400	May I print you a copy of this?							(4)
480	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px; text-align: center;">Back Up</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">Yes</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">No</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">EXIT</div> </div>							

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

G9 305

294/363

charges.d - Scr:175

0	80	160	240	320	400	480	560	640
0	<p>If you mail a 1 oz letter Priority Mail from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 2 days.</p>							
80								
160	<p>Priority Mail postage..... \$3.00 Return Receipt..... 1.10 \$516.35 C.O.D..... 9.50 Restricted Delivery..... 2.75</p>							
240	<p>TOTAL CHARGES \$16.35</p>							
320	<p>(You can send it C.O.D. at any window.)</p>							
400	<p>May I print you a copy of this?</p>							
480	<p>Yes No</p>							
<p>Back Up EXIT</p>								

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 306

295/363

charges.e - Scr:176

0	80	160	240	320	400	480	560	640
0	<p>If you mail a 1 oz letter Priority Mail from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 2 days.</p>							
80								
160	<p>Priority Mail postage..... \$3.00 Return Receipt..... 1.10 \$1,000.00 Insurance..... 10.60 Restricted Delivery..... 2.75</p>							
240	<p>TOTAL CHARGES \$17.45</p>							
320	<p>(You can send it Insured at any window.)</p>							
400	<p>May I print you a copy of this?</p>							
480	<p>Yes No</p>							
Back Up		EXIT						

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 307

296/363

express - Scr:177

0 80 160 240 320 400 480 560 640

0

Which Express Mail service?

80

Insurance

160

Collect on Delivery (C.O.D.)

240

Return Receipt sent to you

320

None of These

400

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 308

297/363

charges.f - Scr:178

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

If you mail a 1 oz letter Express Mail
from Bethesda, MD 20814
to Schenectady, NY 12345
the price is: (1)

Express Mail postage..... \$10.75 (2)
with \$500.00 Insurance
Return Receipt..... 1.10
\$218.35 C.O.D..... 6.50

TOTAL CHARGES \$18.35 (3)

(You can send it C.O.D. at any window.)

May I print you a copy of this? (4)

Yes No

Back Up EXIT

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
the price is."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 309
298/363

numpad.g - Scr:179

VARIABLE ELEMENTS

- 1) If entering the amount of a Registered letter, as above.
 - If entering the amount of a Registered package: "For a Registered package..."
 - If entering the value of a COD: "What is the value of the item?"
 - If entering the value of a non-Express, Insured item:
 - "You can insure it up to \$5000.
 - Please enter the amount of insurance."
 - If entering the value of Express item, insured:
 - "How much insurance would you like in total?"

fig 310
299/363

charges.g - Scr:180

0	80	160	240	320	400	480	560	640
0	<p>If you mail a 1 lb letter Parcel Post from Bethesda, MD 20814 to Schenectady, NY 12345 we estimate it will arrive in 4 to 7 days.</p>							(1)
80	<p>Reduced rate, Special Standard service.. \$2.51 Return Receipt..... 1.10 \$515.86 C.O.D..... 9.50 Restricted Delivery..... 2.75</p>							(2)
160	<p>TOTAL CHARGES \$15.86</p>							(3)
240	<p>(You can send it C.O.D. at any window.)</p>							
320	<p>May I print you a copy of this?</p>							(4)
400	<p>Yes No</p>							
480	<p>Back Up EXIT</p>							

VARIABLE ELEMENTS

- 1) "If you mail a [WEIGHT] [letter/package] [CLASS]
from [City, ST ZIP (where CST resides)]
to [City, ST ZIP (based on user ZIP input)]
we estimate it will arrive in [X days (based on standard return from postal rates app)]."
- 2) Var:chgdesc
- 3) [TOTAL of all charges selected]
- 4) If user selects No: replace this prompt with [May I help you with something else?]
If receipt printer is unavailable: [May I help you with something else?]

Fig 311

300/363

recap - Scr:181

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

It will be delivered Priority Mail,
Certified, and proof of delivery will
be kept at the Post Office.

(1) The postage is \$4.10 (2)

What do you want to do?

(3)

Buy the \$4.10 stamp

Already stamped, buy less
postage

Back-Up

EXIT

VARIABLE ELEMENTS

- (1) Var:recapdel
- (2) [TOTAL of selected services]
- (3) [TOTAL of selected services]

Fig 312

301/363

AddPostage.a - Scr:182

0	80	160	240	320	400	480	560	640
0								
80	<div style="border: 1px dashed black; padding: 10px; text-align: center;"> It will be delivered Certified Mail, with a Return Receipt sent to you. </div>							
160	(1)							
	Required postage	\$2.52	(2)					
	Postage on it now	\$.20	(3)					
240	Additional postage needed	\$2.32	(4)					
320				(5)				
	Do you want to buy the \$2.32 stamp?							
400	<input type="button" value="Yes"/> <input type="button" value="No"/>							
480	<input type="button" value="Back Up"/> <input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

- (1) If Certified or Express Mail:
 Var:recapdel
 If Priority/FirstClass, Non-Certified:
 "It will be delivered [First Class/Priority Mail]."
- (2) [TOTAL of services selected + postage]
 (3) Amount input by user
 (4) (2) minus (3)
 (5) (2) minus (3)

Fig 313
 302/363

AddPostage.b - Scr:183

0	80	160	240	320	400	480	560	640
0								
80	<div style="border: 1px dashed black; padding: 5px; text-align: center;"> It will be delivered Certified Mail, with a Return Receipt sent to you. </div>							
160	(1)	Required postage		\$2.52	(2)			
		Postage on it now		\$3.00	(3)			
240	Additional postage needed		\$.00					
320	May I help you with something else?							
400	<input type="button" value="Yes"/> <input type="button" value="No"/>							
480	<input type="button" value="Back-Up"/>		<input type="button" value="EXIT"/>					

VARIABLE ELEMENTS

- (1) If Certified or Express Mail:
 Var:recapdel
 If Priority/FirstClass, Non-Certified:
 "It will be delivered [First Class/Priority Mail]."
- (2) [TOTAL of services selected + postage]
- (3) Amount input by user

Fig 314
 303/363

reduced.b - Scr:184

0 80 160 240 320 400 480 560 640 D-xx

0

80

Some things are less expensive to mail.
Does your package qualify for a reduced rate?

160

No, send it Priority Mail

240

Yes, reduced rate for books or
computer software

320

Yes, reduced rate for records, tapes or
sheet music

400

Yes, reduced rate for medical material
(to doctors, hospitals, medical schools or students)

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 315

304/363

numpad.h - Scr:185

0 80 160 240 320 400 480 560 640 D-xx

0

80

160

240

320

400

480

How much postage is already on your letter?

(1)

\$. 00

1 2 3

4 5 6

7 8 9

CLEAR 0

ENTER

Back Up

EXIT

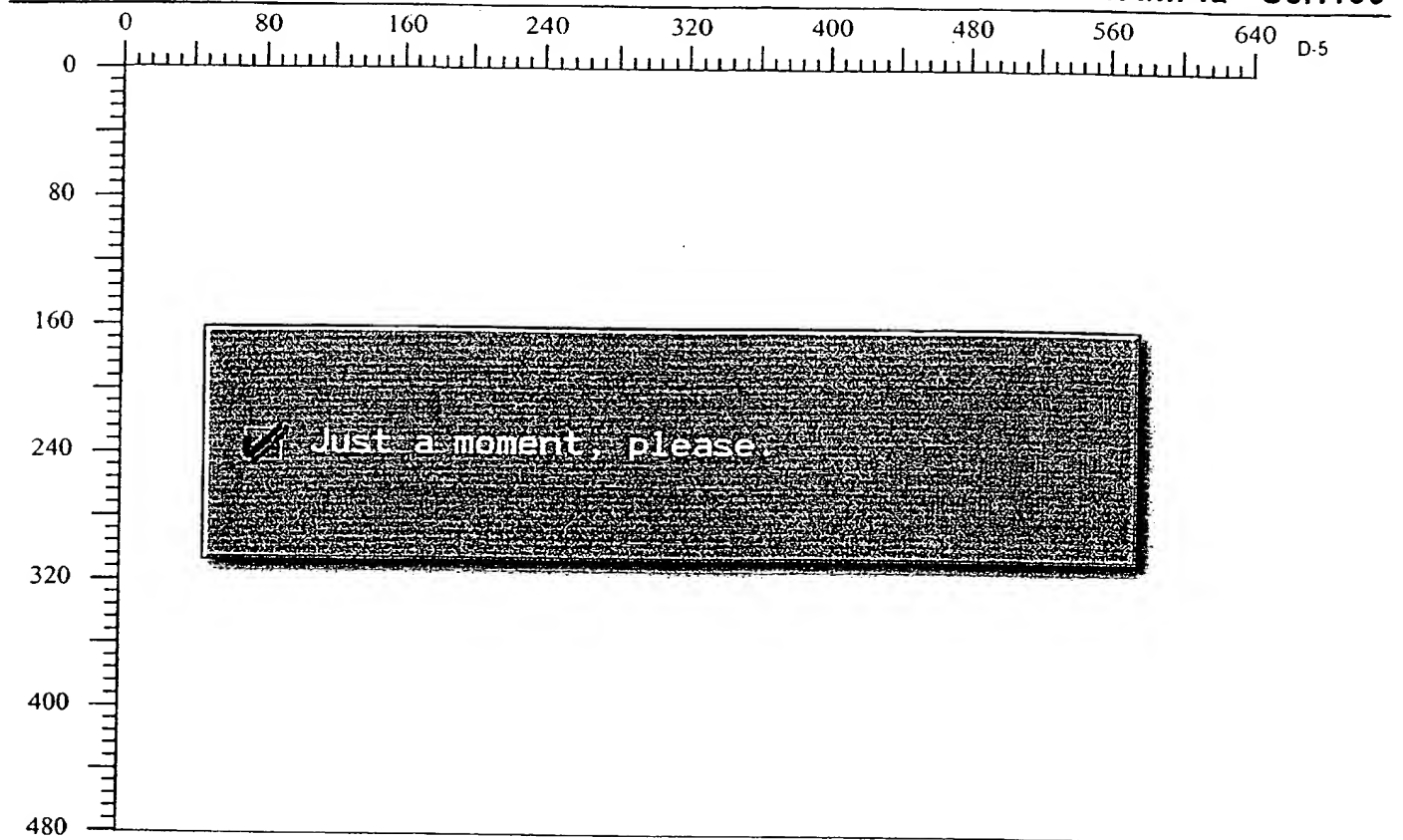
VARIABLE ELEMENTS

- 1) If package: "package"

Fig 314

305/363

JAMP.a - Scr:186



VARIABLE ELEMENTS

Fig 3n
306/363

rcpterr.a - Scr:187

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The printer just went out of order. I am not able to print your receipt right now. (1)

To get a receipt for \$10.75, please give this number to a postal representative during regular business hours:

RC084028 (2)

(3)

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) {AMOUNT of purchase}
- (2) Transaction number or Error Tracking number.
- (3) If Hold Mail/Change of Address:

"I'm sorry. The printer just went out of order. I am not able to print your record right now.

To get a record, please give this number to a postal representative during regular business hours."

Fig 318
307/363

cm25.s - Scr:188

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take your Certified Mail form
from below. Your stamp is below and
to the left.

Priority stickers are available in the
lobby. Put one on each side of your
package.

Please take your receipt from above.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

Fig 319
308/363

AutoHold - Scr:189

D-26

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

Mail for PO Boxes is automatically held for you.

When you return, you can pick up your mail at a window in the Post Office during regular business hours.

May I help you with something else?

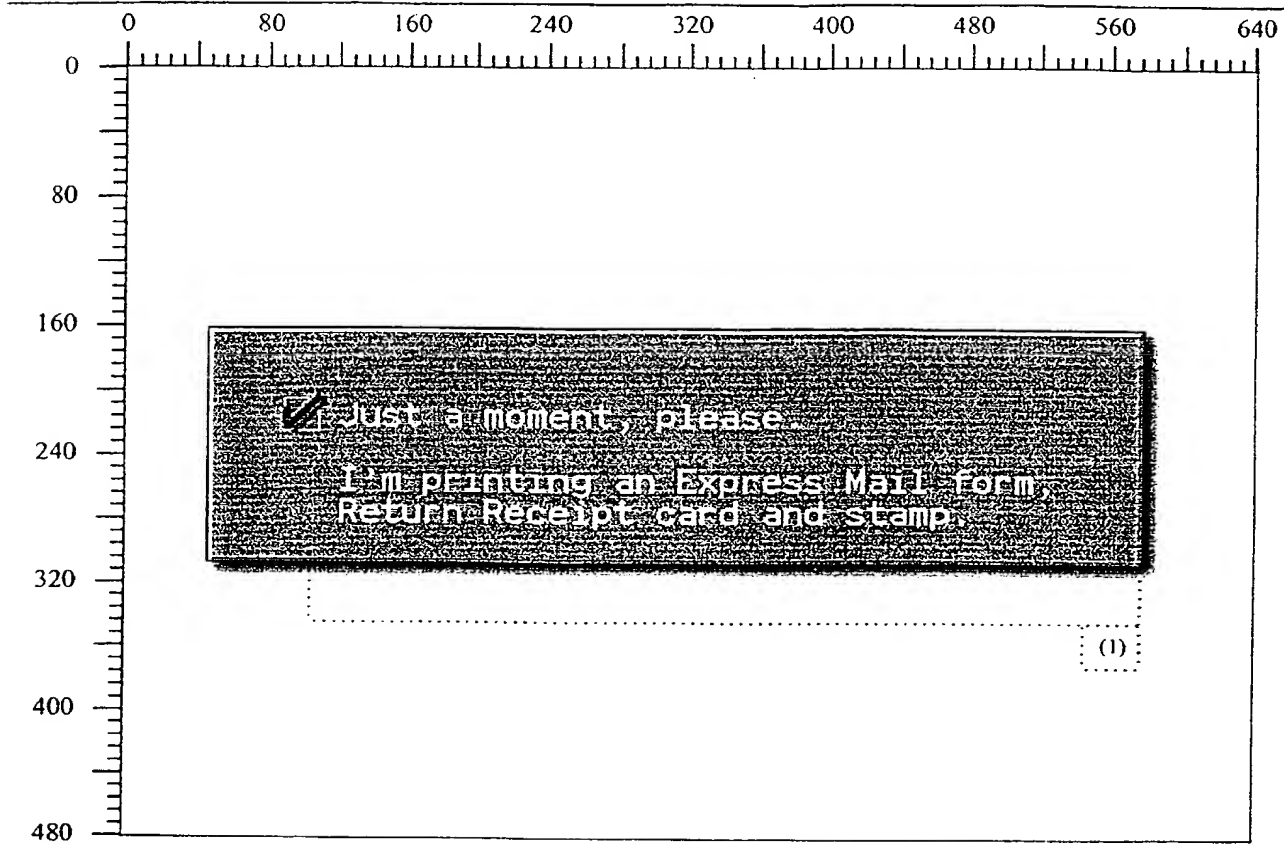
Yes No

EXIT

VARIABLE ELEMENTS

Fig 320
309/363

JAMP.d - Scr:190



VARIABLE ELEMENTS

(1) var:prntlst (CST lists items being printed.)

Fig 321

310/363

rcpterr.b - Scr:191

0 80 160 240 320 400 480 560 640

0

80 I'm sorry. The printer just went out of order. I am not able to print your receipt right now.

160 To get a receipt for \$11.85, please give this number to a postal representative during regular business hours:

240 RC084712

320 May I show you how to apply the Return Receipt card and stamp?

400 Yes No

480 EXIT

VARIABLE ELEMENTS

- 1) [TOTAL AMOUNT OF PURCHASE]
2) Transaction or Error number.

Fig 322

311/363

rcpterr.c - Scr:192

0 80 160 240 320 400 480 560 640 D:19

0

80 I'm sorry. The printer just went out of order. I am not able to print your record right now.

160 To get a record, please give this number to a postal representative during regular business hours:

240 (1)
RC084921

320 Ready to fill out the Change of Address form: (2)
for the next person?

400 Yes No

480 EXIT

VARIABLE ELEMENTS

- (1) Transaction or Error number.
- (2) If Receipt Printer failure happens at end of first C of A: as above.
If Receipt Printer failure happens at end of 2nd-Nth C of A:
"Is there someone else who needs a
Change of Address form filled out?"
- (2) Error or transaction number

Fig 323

3/2/363

rr_rdopt - Scr:193

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

For your \$509.82 C.O.D. letter, (1)

Will you want a Return Receipt sent to you? The price is an additional \$1.10

Yes No

Will you want to restrict delivery to a specific person? The price is an additional \$2.75

Yes No

Back Up EXIT

VARIABLE ELEMENTS

- (1) If a COD letter: As above.
If a COD package: For your \$XXX.xx C.O.D. package,
If a Certified letter: For your Certified letter,
If a Certified package: For your Certified package,
If a Registered letter: For your Registered letter,
If a Registered package: For your Registered package,

Fig 324

3/3/363

PriReg - Scr:194

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Registered Mail is the most secure way to send mail. It takes a day or two longer to deliver.

(1)

Priority Mail has a two-day average delivery speed and costs \$3.00. Since Registered Mail takes longer than two days to deliver, it's more cost-effective to send it First Class for \$1.47.

(2)

Would you like to change it to First Class?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) Priority Mail postage for weight entered or detected
- (2) First Class postage for weight entered or detected

Fig 35

314/363

Explns - Scr:195

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

(1) \$500.00 insurance is included in the price of Express Mail postage.

(1) You can buy up to \$4,500.00 more insurance.

(2) The cost is \$.90 for each additional \$100.00 of insurance.

Would you like to buy more insurance?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

- (1) These values are soft-coded. Value is derived from PTMMaint app.
- (2) Value is soft-coded. Value is derived from Postal Rates app.

Fig 326

315/363

CODOpt - Scr:196

(1)

0 80 160 240 320 400 480 560 640

0 C.O.D. can total up to \$600 including the value of the item and postage

80 How much should we collect?

160 Value of the item plus postage

240 Value of the item only

320 Postage only

400

480 Back Up EXIT

VARIABLE ELEMENTS

(1) Value is soft-coded. Value is derived from PTMMaint app.

Fig 327

316/363

special - Scr:197

0 80 160 240 320 400 480 560 640

0

Do any of these describe your package?

80 No, none of these

160 One side longer than 17 inches

240 Contains liquid

320 Contains live or perishable items

400 Roll or tube or cylinder shape

480 Wooden, metal or banded box, or film case

Back Up

EXIT

VARIABLE ELEMENTS

Fig 328

317/363

pcdbuy.a - Scr:198

0 80 160 240 320 400 480 560 640

0

80 Here are postcard rates.

160 Anywhere in the United States \$.20 (1)

To Canada \$.40

To Mexico \$.35

To all other countries \$.50

240 Double Postcards (U.S. only) \$.40

320 Would you like to buy a stamp?

400 Yes No

480 Back Up EXIT

VARIABLE ELEMENTS

(1) Current rate to destination (provided to CST by postal rates application)

Fig 329

3/8/363

pcdbuy.b - Scr:199

The screenshot shows a terminal window with a horizontal scale at the top ranging from 0 to 640 and a vertical scale on the left ranging from 0 to 480. The text inside the window is as follows:

Here are postcard rates.

Anywhere in the United States	\$.20	(1)
To Canada	\$.40	
To Mexico	\$.35	
To all other countries	\$.50	
Double Postcards (U.S. only)	\$.40	

May I help you with something else?

Yes No

Back Up EXIT

VARIABLE ELEMENTS

(1) Current rate to destination (provided to CST by postal rates application)

Fig 330

319/363

special2 - Scr:200

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Which is it?

Higher or wider than 17 inches

Longer than 34 inches

Neither of these

Back Up

EXIT

VARIABLE ELEMENTS

Fig 331
320/363

pcdtype - Scr:201

0 80 160 240 320 400 480 560 640

0

Okay, which postcard stamp?

(1)

80	United States	\$.20
160	Canada	\$.40
240	Mexico	\$.35
320	All other countries	\$.50
400	Double Postcards (U.S. only)	\$.40

480

Back Up

EXIT

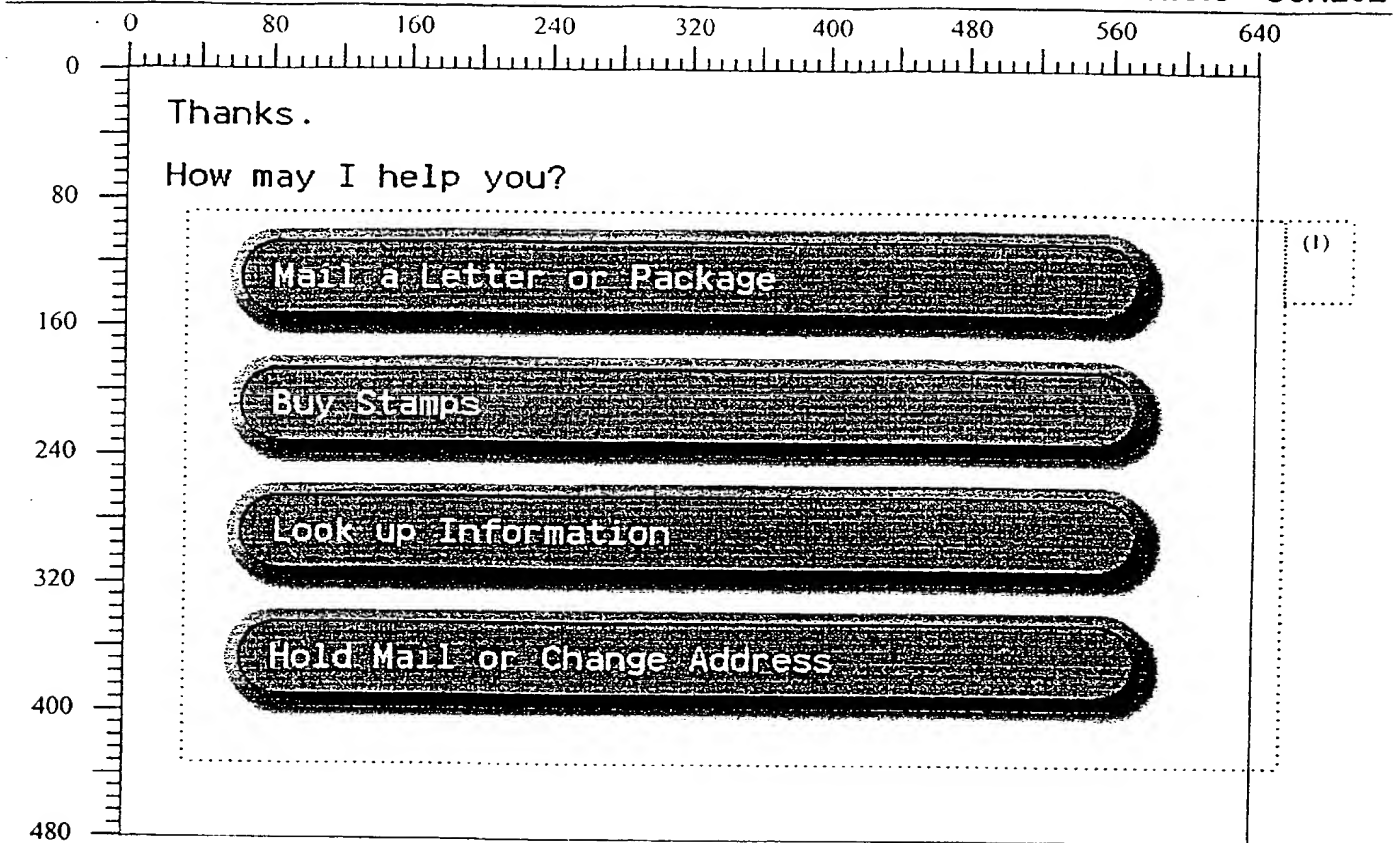
VARIABLE ELEMENTS

(1) Current rate to destination (provided to CST by postal rates application)

Fig 332

321/363

hello.c - Scr:202



VARIABLE ELEMENTS

- (1) If Deliver America is available, display "Shop and Send Gifts" on a 5th button. See Scr:001 for button placement.

OwnPO - Scr:203

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Are you the owner of the PO box?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

Fig 334
323/363

OwnPO2 - Scr:204

The screenshot shows a screen with a ruler at the top and left. The ruler at the top is marked from 0 to 640 in increments of 80. The ruler on the left is marked from 0 to 480 in increments of 80. The screen contains the following text and buttons:

In order to change the address
of a PO box, the owner of the
box must first close it.

Do you know if the owner has
done this?

Yes No

Don't Know

Back Up

EXIT

VARIABLE ELEMENTS

Fig 335
324/343

OwnPO3 - Scr:205

0	80	160	240	320	400	480	560	640
0								
80								
160	<p>I'm sorry, but you must make arrangements with the owner of the PO box to forward your mail.</p>							
240	<p>May I help you with something else?</p>							
320	<p><input type="button" value="Yes"/> <input type="button" value="No"/></p>							
400								
480	<p><input type="button" value="Back Up"/> <input type="button" value="EXIT"/></p>							

VARIABLE ELEMENTS

Fig 334
325/363

im_sorry.a - Scr:206

0 80 160 240 320 400 480 560 640 D-5

0

80

160

240

320

400

480

I'm sorry. I can't help you with
International Rates yet.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

Fig 337
326/363

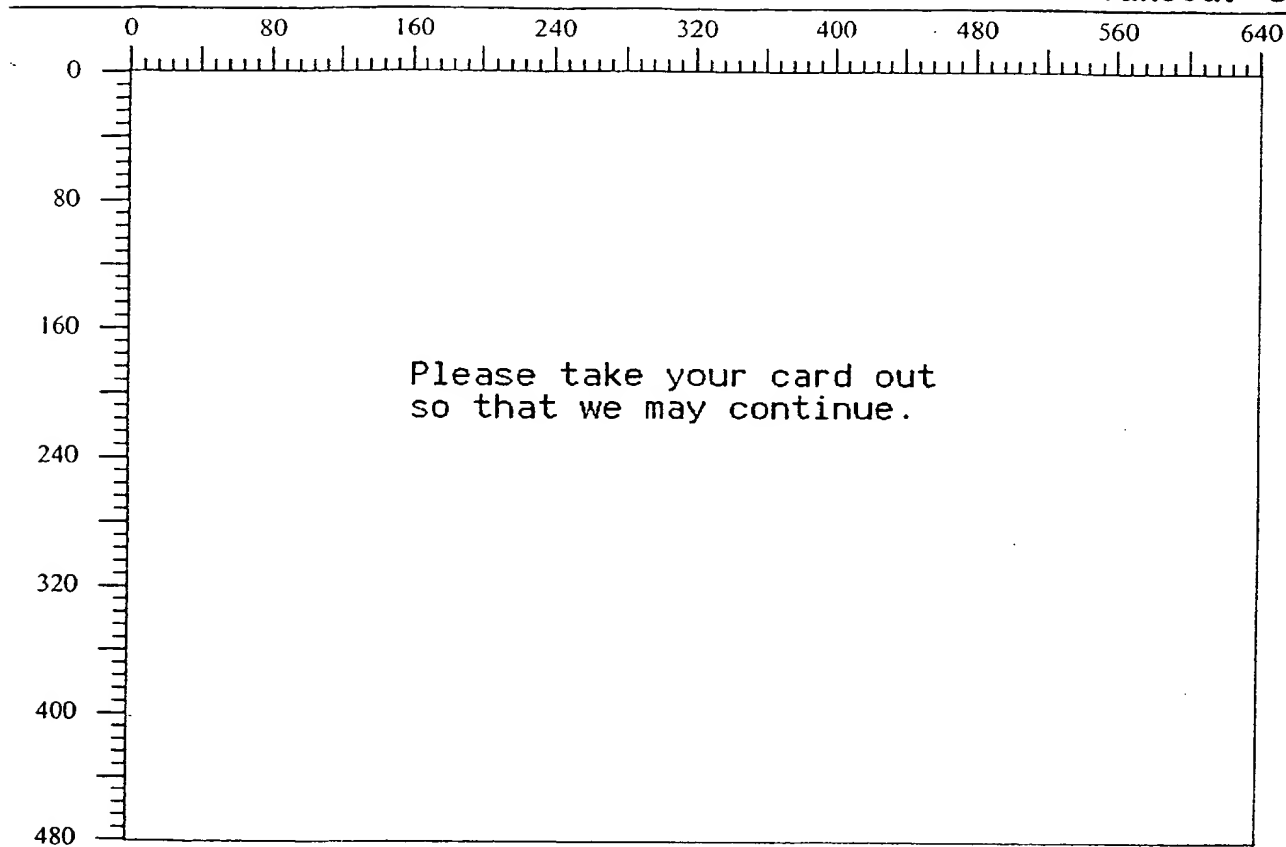
overwt2 - Scr:207

	0	80	160	240	320	400	480	560	640
0									
80									
160	<p>I'm sorry. I can't help you with international letters weighing more than 4 pounds.</p>								
240	<p>Please see a postal representative during regular business hours for further assistance.</p>								
320	<p>May I help you with something else?</p>								
400	<p><input type="button" value="Yes"/> <input type="button" value="No"/></p>								
480	<p><input type="button" value="Back Up"/> <input type="button" value="EXIT"/></p>								

VARIABLE ELEMENTS

Fig 338
327/363

Takeout - Scr:208



VARIABLE ELEMENTS

Fig 339
328/363

special3 - Scr:209

Which is it?

Glass container with more than 24 ounces of liquid

Plastic container with one or more gallon of liquid

Can container with paint

None of these

Back Up

EXIT

VARIABLE ELEMENTS

Fig 340

329/363

which - Scr:210

0 80 160 240 320 400 480 560 640

0

What will you be mailing?

80 Letter

160 Large Envelope
(larger than 6 1/8" by 11 1/2")

240 Postcard

320 Package

400 Large Package
(length plus width is 84" to 108")

480

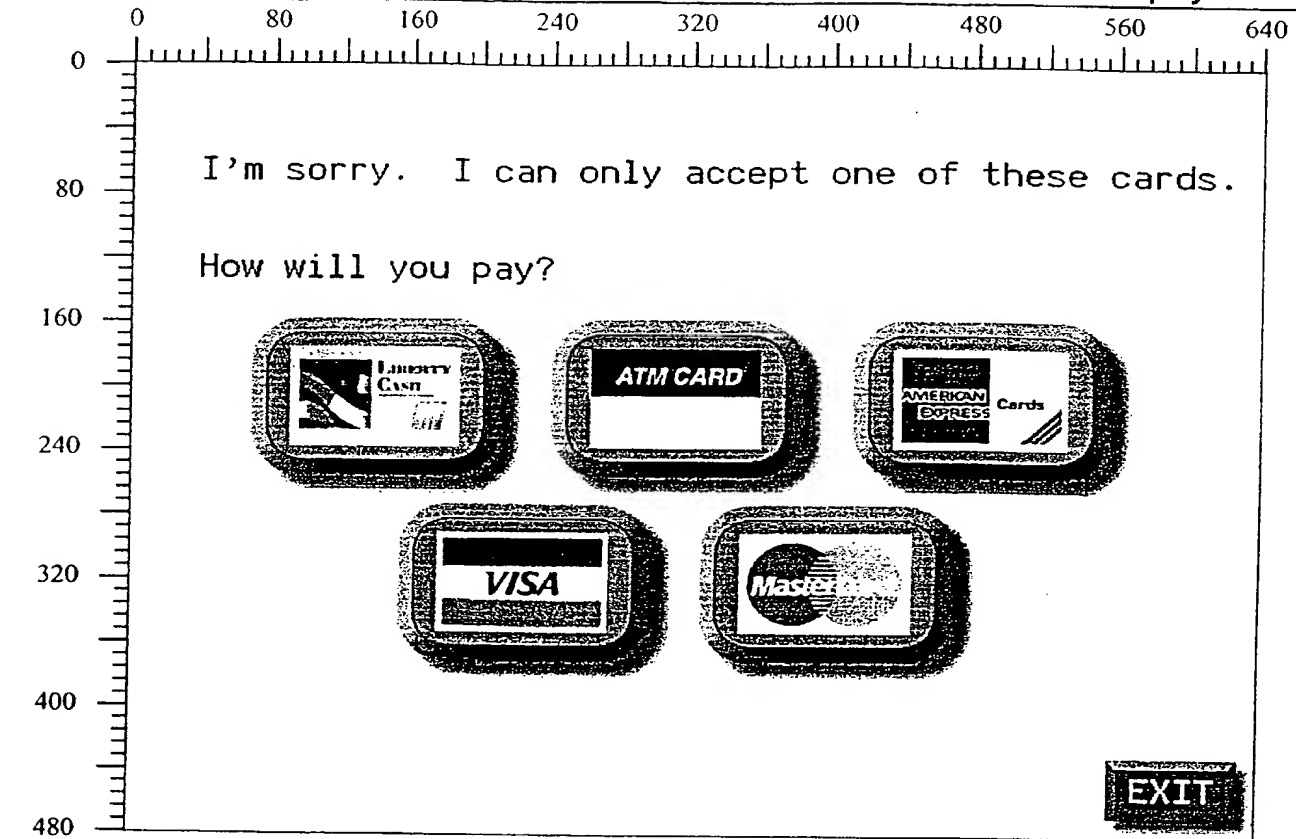
Back-Up

EXIT

VARIABLE ELEMENTS

Fig 341
330/363

howpay.d - Scr:211



VARIABLE ELEMENTS

SPECIAL GRAPHICS

Card graphics are: Bmp:btnlibcd/btnatm/btnamex/btnvis/btnmcd

Fig 342

331/363

wrongcard - Scr:212

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry.....You selected Visa but you
inserted a MasterCard.

(1)

(2)

Would you like to use your MasterCard? (3)

Yes No

Back Up

EXIT

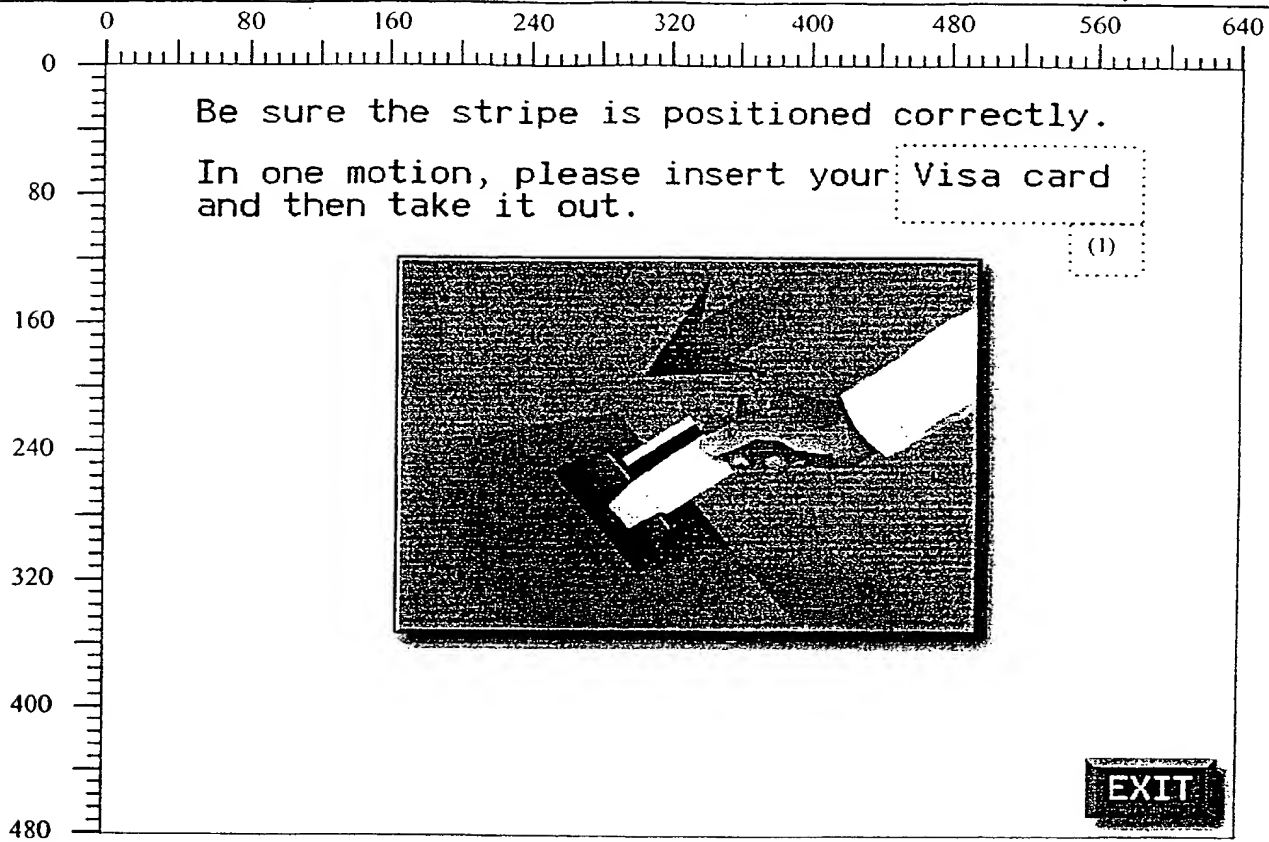
VARIABLE ELEMENTS

- (1) [Visa] as shown
[MasterCard]
[LibertyCash Card]
[ATM card]
[American Express]
- (2) [a Visa card]
[a MasterCard] as shown
[a LibertyCash Card]
[an ATM card]
[an American Express card]
- (3) [MasterCard] as shown
[Visa card]
[LibertyCash Card]
[ATM card]
[American Express card]

Fig 343

332/363

swipeit.b - Scr:213



VARIABLE ELEMENTS

- (1) [Visa card] as shown
[MasterCard]
[LibertyCash Card]
[ATM card]
[American Express card]

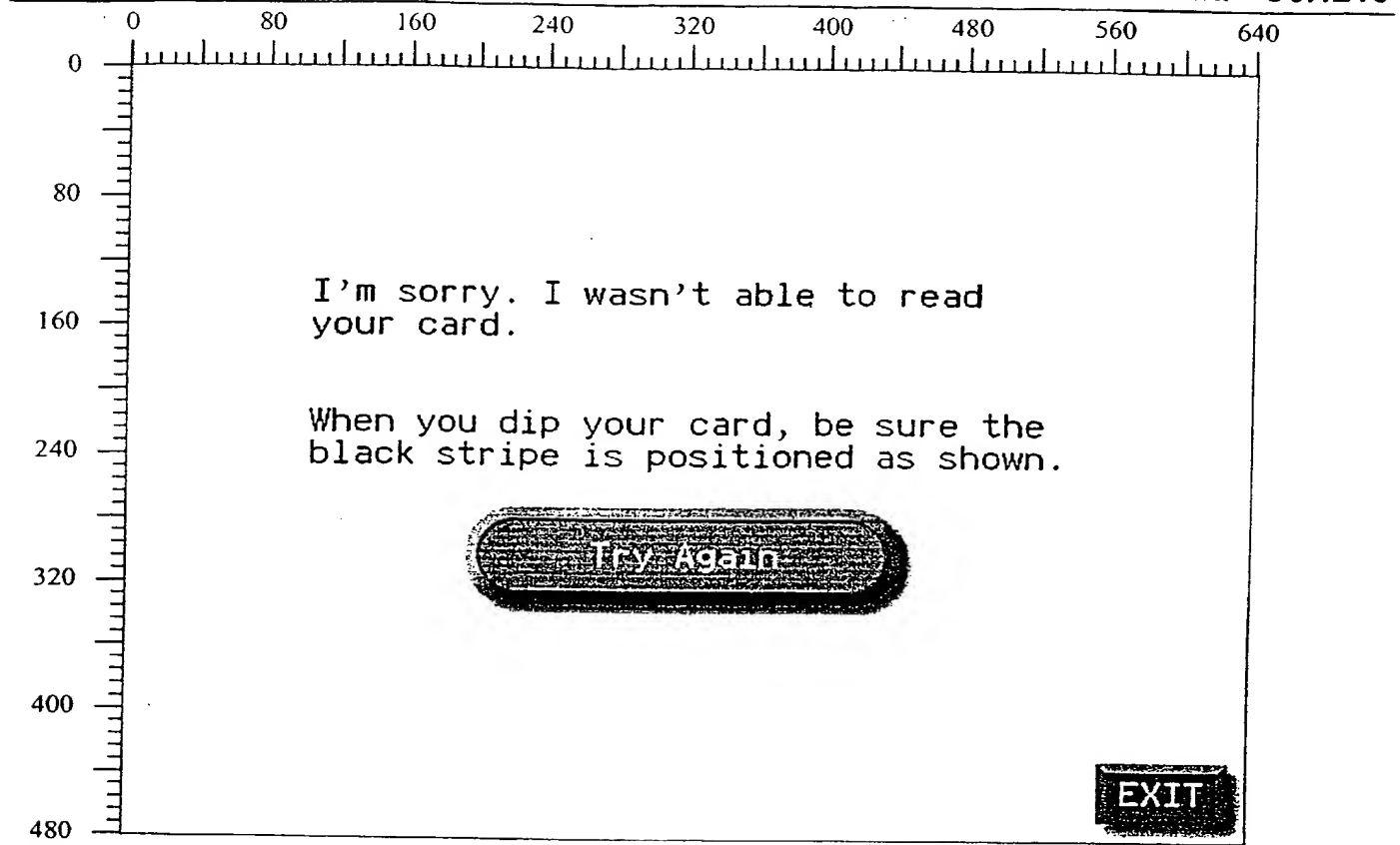
Fig 344
333/363

nocard - Scr:214

VARIABLE ELEMENTS

Fig 345
334/363

badread - Scr:215



VARIABLE ELEMENTS

Fig 346
335/363

diffcard - Scr:216

The screenshot shows a card reader interface with a horizontal scale at the top (0 to 640) and a vertical scale on the left (0 to 480). A dashed box at the top left is labeled (1). The main text area contains the message: "I'm sorry. I am not able to read your card." followed by the question "Would you like to use another card?". Below the question are two oval buttons labeled "Yes" and "No". At the bottom left is a button with a left-pointing arrow labeled "Back Up". At the bottom right is a button labeled "EXIT".

VARIABLE ELEMENTS

- (1) If maximum number of bad card reads: as above.
If charge not authorized by financial institution:
"I'm sorry. Your bank did not give approval
for this charge. Please contact them
for further information."

Fig 347
336/363

mihywse.c - Scr:217

0	80	160	240	320	400	480	560	640
0								
80	I'm sorry.							
160	Due to technical difficulties, I am not able to read your card.							
240	May I help you with something else?							
320	<input type="radio"/> Yes <input type="radio"/> No							
400								
480	<input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

BEST AVAILABLE

Fig 348
337/363

im_sorry.b - Scr:218

0 80 160 240 320 400 480 560 640

0

(1)

I'm sorry.

Due to technical problems,
I could not reach your bank
for authorization.

May I help you with something else?

Yes No

EXIT

480

VARIABLE ELEMENTS

(1) If ATM/Amex/Visa/MC: text as above:

(2) If LibertyCash Card AND CST is located in Post Office:

I'm sorry. I can't do this
right now.

Please try again later or see
a postal representative during
regular business hours.

If LibertyCash Card AND CST is located outside Post Office:

I'm sorry. I can't do this
right now.

Please try again later or ask
for assistance at a Post Office
during regular business hours.

Fig 349
338/363

special4 - Scr:219

0 80 160 240 320 400 480 560 640

0

Which is it?

80

160

240

320

400

480

Back Up

EXIT

Wooden or metal box

Metal-banded parcel

Film case with strap-type closures

Film case without strap-type closures

None of these

VARIABLE ELEMENTS

Fig 350
339/363

mihywse.d - Scr:220

0 80 160 240 320 400 480 560 640

0

(1)

I'm sorry. Your bank did not give approval
for this charge. Please contact them
for further information.

May I help you with something else?

Yes No

EXIT

480

VARIABLE ELEMENTS

(1) If ATM/Amex/Visa/MC: text as above:

If LibertyCash Card
TBD

Fig 351
340/363

On Scale - Scr:221

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Is anything on the scale?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

352

341/363

servpkg - Scr:222

0 80 160 240 320 400 480 560 640

0

Which service?

80

Return Receipt for Merchandise
sent to you

160

Insurance

240

Collect on Delivery (C.O.D.)

320

None of These

400

480

Back Up

EXIT

VARIABLE ELEMENTS

Fig 352
342/363

startover - Scr:223

0	80	160	240	320	400	480	560	640
0								
80								
160								
240	Would you like to start over?							
320	<input type="button" value="Yes"/> <input type="button" value="No"/>							
400								
480	<input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

Fig 35A

343/363

warning4 - Scr:224

0 80 160 240 320 400 480 560 640

0

80 If you send your package reduced rate, it will
be delivered in 3 days. (1)

160 It may also be opened and inspected. If upon
inspection the package is found to have
insufficient postage, it may not be delivered.

240 How do you want it to go?

320 (2) Reduced rate \$1.24 (3)
3 days average

400 (5) Priority Mail \$3.00 (4)
2 days average

480 Back Up EXIT

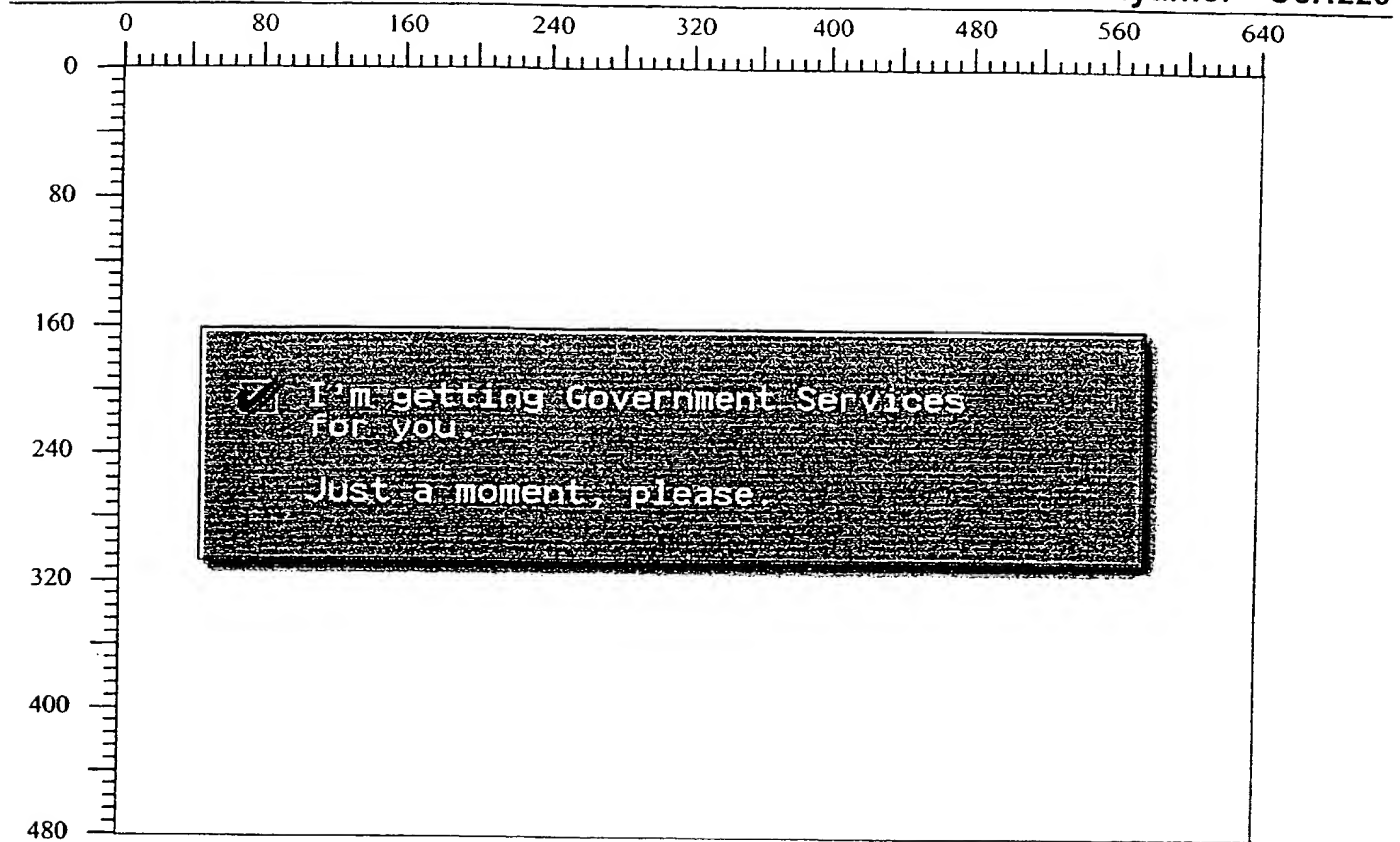
VARIABLE ELEMENTS

- (1) Delivery standard for reduced rate to selected destination
- (2) Delivery standard for reduced rate to selected destination
- (3) Reduced rate postage for distance and weight of item
- (4) Priority postage for weight of item
- (5) Priority delivery standard.

Fig 355

344/363

delyamer - Scr:225



VARIABLE ELEMENTS

Fig 356
345/363

ScaleTrouble - Scr:226

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. I'm having trouble weighing
your letter. (1)

May I help you with something else?

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

(1) If package: "package"

Fig 352
346/363

deadscale - Scr:227

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

I'm sorry. The scale just went out of order.

Do you know how much your letter (1) weighs?

Yes No

EXIT

VARIABLE ELEMENTS

(1) If package: "package"

Fig 358

347/363

DeadScale2 - Scr:228

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

I'm sorry. The scale just went out of order.
I can't mail your letter right now.

(1)

May I help you with something else?

Yes No

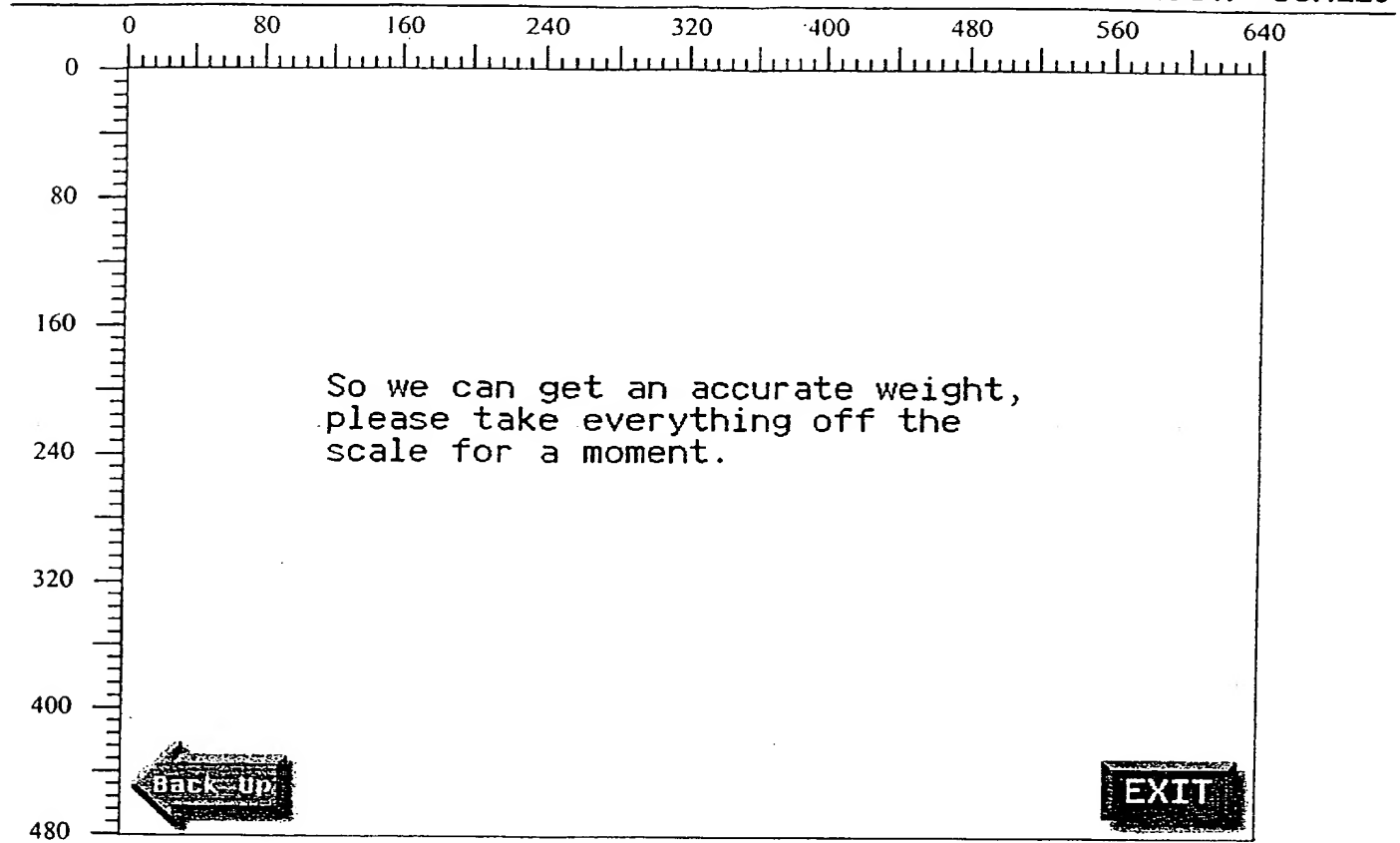
EXIT

VARIABLE ELEMENTS

(1) If package: "package"

Fig 358⁹
348/363

TakeOff - Scr:229



VARIABLE ELEMENTS

Fig 350
349/363

mihywse.e - Scr:230

0	80	160	240	320	400	480	560	640
0								
80								
160	I'm sorry. Only an authorized person may hold the mail for the business.							
240	May I help you with something else?							
320	<input type="button" value="Yes"/> <input type="button" value="No"/>							
400								
480	<input type="button" value="EXIT"/>							

VARIABLE ELEMENTS

Fig 36A
350/363

caprfm2.c - Scr:231

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Please take the Change of Address form from below.

Sign the form, and follow the instructions on how to fold it. Then mail the form. No postage is necessary if mailed in the U.S.

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

(1)

Ready to fill out the Change of Address form for the next person?

(2)

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If CST is not located in PO:
"the"
- (2) If end of first Change of Address, as above.
If end of 2nd-Nth Change of address:
"Is there someone else who needs a
Change of Address form filled out?"

Fig 362
357/363

capfrm2.d - Scr:232

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

Okay, your address will be changed as requested. (1)

Be sure to give your new address to everyone who sends you mail.

Change of Address cards are available at this (2) Post Office.

Would you like a record?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Permanent Change of Address: as above.
If Temporary Change of Address:
"Okay, your address will be changed as requested."
If Hold Mail:
"Okay, your mail will be held as requested."
- (2) If CST is not located in PO:
"the"

Fig 362
352/363

capfrm2.e - Scr:233

0	80	160	240	320	400	480	560	640
0								
80	(1)							
160	(2)							
240	(3)							
320	(4)							
400								
480								

Okay, your address will be changed as requested.

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

Please take your record from above.

Ready to fill out the Change of Address form for the next person?

Yes No

EXIT

VARIABLE ELEMENTS

(1) If Permanent Change of Address: as above.

If Temporary Change of Address:

"Okay, your address will be changed as requested."

(2) If CST is not located in PO:
"the"

(3) If record was not printed, suppress this line.

(4) If first of multiple changes: as above.

If 2nd-Nth of multiple changes:

"Is there someone else who needs a
Change of Address form filled out?"Fig 364
353/363

capfrm2.f - Scr:234

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

Okay, your address will be changed as requested. (1)

Be sure to give your new address to everyone who sends you mail. Change of Address cards are available at this Post Office.

(2)

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If Permanent Change of Address: as above.
If Temporary Change of Address:
"Okay, your address will be changed as requested."
If Hold Mail:
"Okay, your mail will be held as requested."
- (2) If CST is not located in PO:
"the"

Fig 365
354/363

confirm2.b - Scr:235

0 80 160 240 320 400 480 560 640

0 80 160 240 320 400 480

The temporary address change will
take effect August 18. (2)

We will resume delivery on August 28. (3)

This is correct

Make a change

EXIT

VARIABLE ELEMENTS

- (1) If temporary Change of Address: as above
If permanent Change of Address:
The permanent address change will
take effect [Date].
- (2) Start date chosen by user.
- (3) Resume date chosen by user.

Fig 360
355/363

CAAuth - Scr:236

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

For your security, a change of address must have the name of the person requesting it.

Is your name JOHN SMITH?

(1)

Yes No

Back Up

EXIT

VARIABLE ELEMENTS

- (1) If user entered a first & last name: as above.
If user entered only a last name:
"Is your last name [LAST NAME]?"

Fig 367
356/363

qwerty.j - Scr:237

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

560

640

Okay, let's fill out a form for the first person.
Last name? Then Enter.

(1)

1 2 3 4 5 6 7 8 9 0 Erase

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

Space # &

Back Up EXIT

VARIABLE ELEMENTS

- (1) If app is asking for last name: as shown
If app is asking for first name: First name? Then Enter.

Fig 368
357/363

qwerty.k - Scr:238

Is there an apartment
or suite number?

Yes No

1 2 3 4 5 6 7 8 9 0 Erase

Q W E R T Y U I O P -

A S D F G H J K L Enter

Shift Z X C V B N M , .

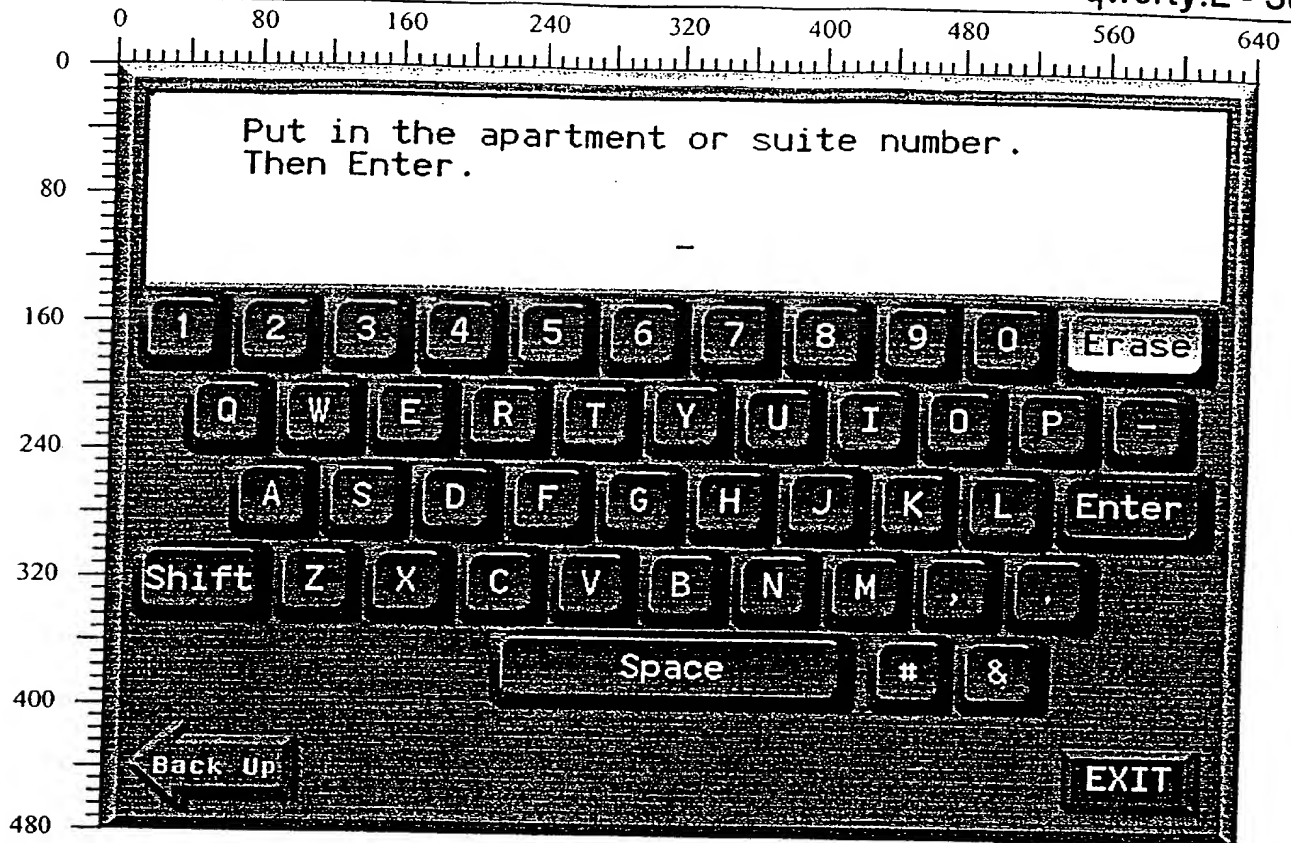
Space # &

Back-Up EXIT

VARIABLE ELEMENTS

Fig 36⁹
358/363

qwerty.L - Scr:239



VARIABLE ELEMENTS

Fig 370
359/363

purchase.d - Scr:240

0 80 160 240 320 400 480 560 640

0

80

160

240

320

400

480

(1)

Please take your stamps from below
and to the left.

(2)

\$9.00 has been charged to your card.

May I help you with something else?

Yes No

EXIT

VARIABLE ELEMENTS

- (1) If purchasing more than one stamp: as above
If a single stamp purchase OR mailing a letter/package: "stamp"
- (2) If Lib Cd/Amex/Visa/MasterCd used:
"[AMOUNT] has been charged to your card." (as shown)
- If ATM card used:
"[AMOUNT] has been deducted from your account."

How much do I pay?

Telephone Service Application

By answering as many questions below we can help find the right telephone company for you.
If you have them handy, get you last phone bills out.

Let's get started

1. Do you currently have a different company for local service and long distance?

Yes

No

They are the same

2. Do you have more than 1 telephone line?

Yes

No

3. Do you have a separate telephone line for your fax machine?

Yes

No

4. Do you have a separate line for your computer?

Yes

No

5. All together, how many telephone lines do you have?

← (Customer types number)

Continue

6. Do you have a cellular phone?

Yes

No

7. If you have a cellular phone, how many?

← (Customer types number)

Continue

Fig 372

361/363

8. If you have a cellular service, is that company the same as your long distance company? ☐ Yes ☐ No

Is it the same as your local phone company? ☐ Yes ☐ No

9. Do you know approximately how much do you spend in long distance each month?

I spend \$

10. If you know, how much does your local phone company charge per month for each phone line?

They charge \$ per line.

11. Approximately what percentage of your call time is spent local?

Regional or intra-area? (same area code but not in your local area - usually about 50 miles away)

Long distance?

Cell phone local?

Cell phone long distance? (Should add up to 100%)

12. How much per minute does your long distance company charge? per minute

Fig 373
362/363

Based on your answers we have the following information that you should look at:

You have 5 telephone lines.

Your current local company charges \$25.50 per line. That comes to: \$ 127.50
AT&T only charges \$16.50. That comes to: \$ 82.50

You save \$ 45.00 per month for line charges.

AT&T also offers cellular and long distance.

Long Distance .2 per minute

Your Company .10 per minute

You average 2000 minutes of long distance per month

Your average long distance per month

\$ 200.00

AT&T would be

\$ 180.00

You would save

\$ 20.00 per month

Call 800-222-0400 to switch

Bell Atlantic's charge per line is \$ 24.59 per line.

That comes to: \$ 122.95

Bell Atlantic's long distance charge is

You will save \$ 4.55 per month

Long Distance .6 per minute

Average \$ 120.00

Bell Atlantic would be

\$ 200.00

Your Company .10 per minute

You pay (average)

\$ 180.00

You would save

\$ 20.00 per month

You average 2000 minutes of long distance per month

Call 800-222-0400 to switch

Kig 374
363/363

INTERNATIONAL SEARCH REPORT

International application No.

PCT/US99/22904

A. CLASSIFICATION OF SUBJECT MATTER

IPC(6) : G06F 17/00

US CL : 705/26

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 705/26

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
Please See Extra Sheet.

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	UNKNOWN. New Online Products -- A few VARs that mean business. VARbusiness, September 3, 1996, page 22.	1-21
A	Mateyaschuk, J. CTO Helps Playboy Join the IT Revolution -- Kallis aims to revamp legacy systems. InformationWeek, 20 July 1998, No. 692, page 80.	1-21
A, E	UNKNOWN. Priceline.com Webhouse Club [online], [retrieved on 2000-01-20]. Retrieved from the Internet <URL: http://webhouse.priceline.com/howitworks_start.asp >	1-21

☐ Further documents are listed in the continuation of Box C.☐ See patent family annex.

* Special categories of cited documents:	*T* later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
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O document referring to an oral disclosure, use, exhibition or other means	
P document published prior to the international filing date but later than the priority date claimed	

Date of the actual completion of the international search

22 JANUARY 2000

Date of mailing of the international search report

14 MAR 2000

Name and mailing address of the ISA/US
Commissioner of Patents and Trademarks
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Washington, D.C. 20231

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INTERNATIONAL SEARCH REPORT

International application No.

PCT/JP92/22904

B. FIELDS SEARCHED

Electronic data bases consulted (Name of data base and where practicable terms used):

US PATENTS, DIALOG

database: FINBUS

search terms: demographics, suggestive selling, target, buy, sell

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